



JOB POSTING

Title	Licensing Administrative Assistant
Job Class	Full-Time Hours Contract from September 2025 to March 2026
Wage	\$30.90 to \$36.79 per hour (Band 5)
Hours	35 hours per week
Reports To	Deputy Clerk
Location	450 Sunset Drive, St. Thomas, Ontario
Status:	New position
Unionized	No
Posting Date:	Wednesday, August 13, 2025
Closing Date:	Wednesday, September 3, 2025

POSITION SUMMARY:

- This position performs the administrative licensing duties for the Municipality's Short-Term Rental Accommodations Licensing Program.

RESPONSIBILITIES:

- Acts as the primary point of contact for property owners regarding the Short-Term Rental Accommodation Licensing Program.
- Receives and reviews all Short-Term Rental Accommodations License applications in conjunction with the Short-Term Rental Accommodations Licensing By-law.
- Provides a high level of customer service, advice, and interpretation as it relates to the Short-Term Rental Accommodations Licensing Program. Responds to inquiries and requests in person, via telephone, or email when necessary and provides public education.
- Efficiently and accurately takes ownership of queries and complaints from members of the public by initiating action or resolving the problem resourcefully and keeping clients informed.
- Ensures all files and records are maintained with accurate information and provides appropriate follow-up on files as required.
- In conjunction with the software solution, monitors sites and agencies to review which properties are part of the Short-Term Rental Accommodations Licensing Program and which are not operating within compliance.
- Reviews application information and schedules required site visits with the appropriate department (Building, Planning, Fire, By-law).
- Provides reporting and analysis of activities, issues licenses, and assists with coordination of Appeals.
- Assists with the suspension and revocation of licenses as outlined in the By-law with direction from the Deputy Clerk.
- In conjunction with Municipal Law Enforcement Staff, receives and documents complaints and prepares reports as directed.
- Deals with matters of a confidential nature i.e., complaints, infractions, licenses, etc.
- Process payments and ensure accurate recording of transactions.
- Provides backup support to the Customer Service role as needed.
- Performs other related duties as may be assigned by the Deputy Clerk.

QUALIFICATIONS:

- 3–5 years of experience in administration or a related field.

- Completion of secondary education plus up to two years of College education in relevant fields of law enforcement, business administration, public administration, office legal administration, or similar.
- Strong analytical and problem-solving skills and attention to detail.
- Demonstrated political acuity, tact and diplomacy skills and the ability to handle confidential matters with discretion.
- Strong customer service and communication skills.
- Intermediate computer skills in Microsoft Office Suite.
- Experience with Laserfiche is an asset.
- Good understanding of Municipal By-Laws, the Provincial Offences Act and other related legislation.
- Works effectively both independently and as part of a team, able to accept direction and complete tasks with limited supervision.
- Maintains confidentiality concerning private matters and issues.
- Responsible for effectively communicating with team members, supervisors, and the public, using oral, written, and interpersonal skills.
- Interact with the public and coworkers in a professional and respectful manner, using good judgment and staying calm in stressful situations.

WHAT WE OFFER

- Competitive wages
- Opportunities for professional development, training, and continued learning.
- Additional paid Municipal holidays.
- Flexible work arrangements where operationally possible.
- A supportive, collaborative workplace.

HOW TO APPLY

- Please apply for this opportunity directly through our website:
<https://municipalityofcentralelgin.applytojob.com/apply>
- Applications must be received no later than **Wednesday, September 3, 2025, at 11:59 p.m.**

ACCOMMODATIONS

The Municipality of Central Elgin is an equal opportunity employer. The Municipality of Central Elgin will attempt to provide reasonable accommodation for known disability for an applicant or employee if requested.

ADDITIONAL INFORMATION

Personal information is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used only to evaluate the suitability of applicants for employment. Questions respecting the collection of information should be directed to the CAO of The Corporation of the Municipality of Central Elgin.