

Permitting Clerk (Regular)

Job Requisition	JR-2026-28 Permitting Clerk (Regular) (Open)
Job Family	CUPE
Start Date	2026-01-28
End Date	2026-02-12
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Community-Services-Building/Permitting-Clerk--Regular-_JR-2026-28
Description	<p>Internal Closing Date: Feb 5, 2026</p> <p>External Closing Date: Feb 12, 2026</p> <p>Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.</p> <p>Hourly Rate: 39.51</p> <p>Minimum Weekly Hours: 35</p>

Two (2) Positions Available.

Reporting to the Coordinator, Licensing and Administration, the Permitting Clerk plays a vital role delivering high-quality customer service and administrative support within the permitting function. The position assists residents, visitors, property owners, and developers by providing accurate information, processing transactions, and guiding applicants through permitting requirements. The Permitting Clerk is responsible for completing Applications within the Planning & Community Services Division, including but not limited to, business licences, development applications, and building and sign permits. The role requires attention to detail, strong communication skills, and a professional friendly attitude, while performing a variety of administrative and clerical tasks in accordance with municipal policies and procedures.

Duties Include:

- Receives and processes a variety of application types within the Planning & Community Services Division, including but not limited to Business Licenses, Development Applications: Development Variance, OCP Amendment, Zoning Bylaw Amendment, Temporary Use Permit, Heritage Revitalization Agreement, Subdivision Application, Building Permits, Demolition Permits, Plumbing Permits, Soil Removal, Tree Removal, Heritage Retention, Moving Permits, Sign Permits, Road Use Permits, Hoarding Permits, Outdoor Commercial Use Permits, and Service Applications.
- Reviews applications for completeness, compliance, and documentation requirements in accordance with established standards, bylaws, and municipal policies.
- Handles public inquiries and complaints efficiently, including answering telephone calls, e-mails and responding to in-person and written requests for information.
- Acknowledges and tracks receipt of inquiries and complaints, drafts responses, and tracks related correspondence for the department.

- Monitors, reviews and processes online applications to ensure accuracy and completeness including, verifying receipt of application fees, required supporting documents and that tasks are in progress with the appropriate departments.
- Administers and oversees the business licensing program in compliance with the Business License Bylaw. Responsibilities include creating and maintaining customer accounts, applying fees based on the Fees and Charges Bylaw, processing adjustments and refunds, managing annual renewals, issuing reminders, and following up on outstanding accounts.
- Guides customers with completing various applications and communicates applicable non-technical bylaw requirements.
- Creates, maintains, and closes a variety of files and records in accordance with established standards and requirements.
- Investigates anomalies within the system, and requests or items that require further information such as security refunds and ensures alignment upon completion.
- Receives and enters payments, prepares bank deposits and balances the cash receipting system. Maintains the cash float for daily transactions.
- Reviews and processes account adjustments and refunds for the Division.
- Prepares and submits monthly Building and Demolition Permit reports to Statistics Canada.
- Communicates and liaises with external agencies, including BC Assessment, Interior Health Authority, BC Housing, and other government agencies as required.
- Assists the Building Inspection staff with the administration of the building inspection function, including compiling and maintaining daily inspection lists and providing scheduling support.
- Maintains the cleanliness and organization of the front counter area and ensures an adequate supply of forms, applications, brochures, information packages are available for the public.
- Coordinates Business Licence enforcement matters with Bylaw Compliance staff.
- Collaborates with division team members to ensure efficient and smooth front counter operations.
- Prepares reports or special projects as requested or required.
- Aids in the preparation of operational and capital budgets for the department.
- Identifies the need for new policies or procedures that respond to the changing needs and/or that achieve efficiencies, cost savings or revenue generation.
- Complies with WCB regulations, identifies safety concerns, and participates in corporate safety performs other related duties as assigned.
- All persons employed by the City of Vernon are required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Successful completion of an office administration or related program.
- Minimum two years' experience in an administrative role delivering high-quality customer service by responding to inquiries, resolving concerns, and providing accurate information in person, by phone, and electronically, as well as two years' experience working within a computerized accounting system.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Working knowledge of the City's Zoning Bylaw, Building Bylaw, Business License Bylaw, Sign Bylaw, and other related municipal bylaws, as well as applicable legislative requirements.
- Demonstrated ability to effectively organize, manage time, and prioritize tasks in a high-volume environment, while maintaining exceptional attention to detail and accuracy,

including capacity to multi-task across multiple permit application types and respond to diverse inquiries simultaneously.

- Ability to work effectively under pressure in a deadline driven environment while managing the sensitive nature of the work.
- Proficient in the use of office computer systems and software, including Tempest, Laserfiche, and accounting applications, with the ability to navigate multiple platforms efficiently.
- Ability to interact with the public and staff in a courteous, tactful, and professional manner, while maintaining confidentiality and exercising discretion with sensitive information.
- Ability to interpret technical documents, bylaws, and related regulations, and clearly communicate their requirements to the public.
- Prepares clear, accurate reports and correspondence, and communicate effectively both orally and in writing.
- Works independently with minimal supervision while maintaining productivity and accountability.
- Exercises sound judgement in problem solving and decision making.
- Keyboarding speed: minimum 45 words per minute and 100 keystrokes per minute for data entry.

Preferred Knowledge, Skills and Abilities:

- Experience in a BC municipal setting.

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting “apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Permanent
Location	Community Services Building
Time Type	Full time
Locations	
Supervisory Organization	Licensing & Administration