



City of Niagara Falls
POSITION VACANCY

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Call Number:	JR100436
Position:	PBD Services Analyst
# of Vacancies:	One (1)
Type of Vacancy:	Permanent, Full-time
Division:	Planning, Building and Development
Location of Work:	Wayne Thomson Building (4343 Morrison Street)
Work Schedule:	Monday to Friday, 8:30 am to 4:30 pm 4-day compressed work week option available 35 hours per week
Salary/Wage Range:	\$71,655 - \$89,570 per year plus, a comprehensive benefits package and defined benefit retirement pension
Date Posted:	March 11, 2026
Closing Date:	April 1, 2026 at 11:59 pm

The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With nearly 15 million visitors a year and a growing resident population of almost 100,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play.

Further details on this position are attached. To apply, please submit a cover letter and resume via our Workday portal at www.niagarafalls.ca/jobs Applications must be submitted online.

The City of Niagara Falls is dedicated in creating an accessible and inclusive organization and fostering a workplace culture which reflects the diverse nature of the residents we serve. In accordance with the Accessibility of Ontarians with Disabilities Act (AODA), the City will accommodate the individual needs of candidates with disabilities throughout the recruitment process. Please feel free to contact us at HRDepartment@niagarafalls.ca or 905-356-7521. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

The following description reflects the general details considered necessary to describe the principle functions of the position identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

Position Title:

PBD Services Analyst

Position Summary:

Coordinate the delivery of high-quality customer service and develop and implement best practices for efficient and effective service delivery. Responsible for staff training, preparing and analyzing statistical reports, administering Cityview and providing functional support to the Director of Building and the Director of Planning.

Responsible To:

Executive Coordinator and Process Analyst

Supervises:

PBD Services Clerks (4)

Responsible For:

- Provide direct front line supervision and operational work assignments, guidance, and discipline of reporting staff.
- Ensure staff generate weekly, monthly, and annual statistical reports for tracking. Monitor building permit activity, planning application activity and Cityview issues.
- Monitor and report on permit issuance or work that has been suspended for more than one year including any reminder notices as well as permits that have not commenced construction within six (6) months.
- Provide Cityview training to staff and oversee the administrative functions to ensure work is completed in accordance with standard operating policies and procedures.
- Conduct research, gather, and assemble information by consulting with internal and external departments, outside agencies, organizations, and other levels of government.
- Responsible for record management of permit and planning files, security deposits, subdivision files, site plan files, consent files, developments requiring comments by the Director of Building and Director of Planning, and archived documents as per the retention by-law.
- Responsible for timekeeping and coordination of staff time off requests. Coordinate schedules for staff coverage for breaks, lunch, time off and training.
- Update the schedule of fees for Planning, Building and Development division, deposits, Municipal and Regional development fees.
- Ensure the Planning, Building and Development division website is up to date.
- Responsible for purchasing and tracking of office supplies expenses.
- Respond/address/investigate correspondence and in-person inquiries, and undertake assignments, as required, on behalf of the Director of Building and Director of Planning.
- Coordinate and follow-up from on/off-site meetings involving the Directors.
- Other duties as assigned by Executive Analyst, Director of Building or Director of Planning.

Position Requirements:

- Minimum two-year College Diploma in Business Administration, public administration.
- At least three (3) years' experience in a Municipal planning or building environment.
- At least one year experience in a supervisory role.

- Knowledge of the Planning Act and Building Code would be an asset.
- Proficient in word processing, spreadsheet, and database applications.
- Process mapping, analytical, problem solving and report writing skills are an asset.