

The Opportunity

Lacombe County is seeking a **Planning Services Receptionist** to join our team. As the first point of contact for the Planning Services department, this key role plays an important part in creating a positive experience for residents and customers.

Reporting to the Director of Planning Services, the Planning Services Receptionist is responsible for providing exceptional customer service to the public, both in person and over the phone, while supporting a variety of administrative functions that contribute to the effective operation of the department.

If you enjoy working with people, are curious how municipal planning shapes the places where we live, work, and play, and find satisfaction in supporting services that strengthen the community, we would love to hear from you.

Key Responsibilities

- Provide front-line customer service by responding to Planning Services inquiries in person, over the phone, and through email; provide information and guidance; relay messages; process payments; research information; and help connect people with the resources and services they need.
- Assist with the administration of land development applications, ensuring records are accurate, organized and up-to-date.
- Attend and support public meetings (including occasional evening meetings) by assisting with meeting preparation and coordination.
- Develop and maintain a good working knowledge of the County's Municipal Development Plan, Land Use Bylaw, and other relevant planning documents and policies.
- Provide administrative support to help ensure the efficient operation of the Planning Services department.

Key Qualifications

- Grade 12 diploma or equivalent, with other post-secondary education in a related discipline. A minimum of two years of professional office experience. Experience in a municipal environment is preferred.
- Demonstrated ability to maintain a working knowledge of the County's planning and land use plans, policies, bylaws, and relevant legislation.
- Strong interpersonal, verbal, and written communication skills with a proven ability to provide professional, courteous, and responsive customer service to residents, developers, staff, Council, and the public.
- Proficient in Microsoft 365 applications (Word, Teams, Excel, SharePoint and Outlook). Experience with SPIN, Milenet, Adobe Acrobat, and/or Canva is considered an asset.



Lacombe County is committed to maintaining a vibrant, healthy, safe, caring and inclusive work environment. We hire great people who are looking to contribute to our respectful workplace. We support a work-life balance and offer an excellent compensation package including:

- A Pension for Life! Permanent positions participate in the Local Authorities Pension Plan, a defined benefit pension plan, where a monthly pension is paid to you for life upon retirement.
- A comprehensive group health and dental plan *plus* an annual health/wellness spending account.
- Annual vacation that increases with each year of employment *plus* annual flex days, and more.

To express interest, please forward your application no later than October 26, 2026, to:
hr@lacombecounty.com.

We thank all applicants for their interest; however, only those invited for an interview will be contacted. This position may be filled before the deadline date. Applications may be reviewed and scheduled for an interview as they are received. **Please note:** All applicants must be legally entitled to live and work in Canada.