

DEVELOPMENT SERVICES ASSISTANT

West Kelowna is a thriving city that has a rural sophistication appeal and is a haven for outdoor recreation. Sun-soaked lakeshores, agricultural charm, and access to urban jobs and living have made West Kelowna the place to be. We maintain a deep connection with our agricultural roots, and we celebrate the one-of-a-kind character of our community.

What We Offer:
Improved vacation package, 3 weeks prorated in 1st year/4 weeks vacation at 2 years, competitive salaries, excellent benefits, numerous employee wellness incentives, an earned time off program and professional development opportunities. Build your future with a City who was proudly presented the BC Municipal Safety Association Organizational Safety Excellence Award for leadership, dedication, and diligence in creating a safer and healthier workplace.

Summarized Position Responsibilities:
This position is a key front-line role within Planning, Building, and Licensing, offering the opportunity to work at the centre of a busy and collaborative environment. As an important connection between the public, development community, staff, and department leaders, the position provides knowledgeable customer service, helps guide applicants through municipal requirements and processes, and ensures day-to-day services run smoothly across the departments.

The role offers a diverse mix of responsibilities, including receiving and coordinating applications, permits, plans, and supporting documentation, reviewing submissions for completeness, determining applicable fees, and coordinating reviews and approvals with internal departments and external agencies. The position also plays an important role in keeping departmental operations organized and effective through records management, website updates, reporting and statistics, budget support, and process improvements. With exposure to Planning, Building, and Licensing, this is an excellent opportunity for someone who enjoys variety, problem-solving, customer service, and being an integral part of a high-performing municipal team.

Our Ideal Candidate:

- Completion of post-secondary training in Building Technology or local government related field, or equivalent combination of education and experience
- A minimum of 2 years of experience in a related position
- Class 5 BC Driver's License or equivalent
- Knowledge of land use processes as well as Zoning, Building and Business Bylaw information
- Demonstrated computer skills in Microsoft Office and operating knowledge of Geographic Information Mapping Systems
- Experience in reading and interpreting building construction plans and drawings
- Working knowledge of relevant bylaws, regulations, codes, policies, procedures, standards, and the *Local Government Act*
- The ability to exercise courtesy, tact and diplomacy in the exchange of information with employees, external contacts, and to members of the public
- Produce correspondence with an ability to proofread for grammar, spelling, and punctuation with a high degree of accuracy
- Strong customer service, attention to detail and communication skills

Applications are accepted online at westkelownacity.ca/jobs. We thank all applicants for their interest; however, only those selected for further consideration will be contacted. We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

Competition No. 26-53E | Opens November 24, 2026 | Closes December 21, 2026
Full Time – Permanent | 35 hrs/wk | $39.51/hr (2027 rate)
Benefits | Municipal Pension Plan | Earned Time Off Program | 4 weeks vac at 2 years

Human Resources Department
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