

# Position Description

**Position Title:** Planning Administrative Assistant  
**Department:** Planning & Subdivision  
**Last Updated:** May 2022  
**Classification:** CS2

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## Summary

The Planning Administrative Assistant is a public-facing position central to the operation of the Planning and Subdivision department. This position provides a variety of administrative support services relating to development and rezoning applications, council agendas and Official Community Plan updates, including attending Committee meetings outside of normal working hours as required.

## Key Duties & Accountabilities

- Provides support to the Department Manager/Director and Department team members
- Receives and responds to telephone, in-person and email inquiries
- Provides outstanding customer service and consistently ensures customers are treated fairly and professionally
- Provides first line administrative support to department staff, including support with various office equipment such as SharePoint, CityView and MS Office Suite
- Processes and provides administrative support for a variety of files related to Planning applications, including but not limited to:
  - Payments
  - Referrals
  - Permits
  - Bylaw Updates
- Prepares and organizes department agenda items and packages for Council and Committees and upload to the SharePoint Agenda Site within required deadlines
- Attends committee meetings to take minutes, and ensures minutes are properly distributed and signed
- Drafts and coordinates comfort letters
- Assists with drafting and consolidating a variety of Zoning, Official Community Plan and Bylaw amendments as required
- Identifies and implements solutions when problems arise with legal notifications
- Drafts and processes notifications and advertising as required by the Local Government Act and Community Charter relating to applicable City bylaws, policies and procedures (ie. Development application notice requirements, etc.)
- Registers Development Variance, Development Permits and Temporary Use Permits with Land Titles
- Coordinates approval of zoning amendment bylaws and development permits with the Ministry of Transportation and Infrastructure when required by the Transportation Act
- Works with Communications to maintain departmental information on the City's website
- Creates, maintains and files a variety of records, forms, tables, spreadsheets and manuals
- Maintains strict confidentiality of privileged information
- Provides backup to reception as required
- May be requested to work outside office hours, including in support of local emergencies

- Performs other related duties as required

#### Qualifications

- Post-secondary certificate or diploma in office or business administration and three (3) years of administrative experience (or an equivalent combination)
- A certificate in Local Government Administration is an asset
- Working knowledge of the Local Government Act and the Community Charter is an asset
- Ability to communicate effectively both orally and in writing
- Proficiency in a variety of computer systems and software applications, including Microsoft Office (Knowledge of SharePoint and harmon.ie is an asset)
- Strong attention to detail and high degree of accuracy amidst frequent interruptions is essential
- Ability to process information and address shifting work priorities with a high degree of flexibility and adaptability
- Ability to maintain the confidentiality of information is essential
- Ability to establish and maintain cooperative working relationships with a variety of individuals and teams to complete assignments and meet objectives
- Ability to accept or initiate and effectively organize, prioritize and complete multiple tasks within frequently tight timeframes and deadlines
- A commitment to excellent customer service, continuous improvement and lifelong learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself