



## **JOB DESCRIPTION**

**TITLE:**                   **MANAGER, PERMIT CENTRE & BUSINESS LICENSING**

**DEPARTMENT:**       **Planning & Development**

**Position Last Evaluated: Oct 2009**

**Job Desc. Last Updated: May 2026**

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### **GENERAL ACCOUNTABILITY**

Reporting to the Director, Planning & Development, the incumbent is responsible for managing the planning and development functions of the Permit Centre and Business Licensing Section, departmental computerized permitting system and the financial components of all development applications. The incumbent will act as a liaison between members of the business and development community and other City departments regarding the development permit and approval processes. This will include reviews of specific problems encountered by members of the public in the processing of applications and other municipal approvals.

The incumbent exercises considerable independent judgment and action within their daily work and only complex matters of major impact or policy are referred to the Director, Planning & Development.

### **NATURE AND SCOPE OF WORK**

Plans, organizes, coordinates and directs all services and programs provided by the Permit Centre & Business Licensing Section, including the issuance of City business licences and permits and a variety of administrative, clerical, regulatory, and technical tasks.

Responsible for the selection and appointment of staff, employee evaluations, recommending promotions, disciplinary action, and training requests.

In cooperation with other department managers, is responsible for the efficient operation of the City's Service Centre through the establishment, delivery, and monitoring of "one stop" service to the public.

**NATURE AND SCOPE OF WORK cont.**

Provides information and advice to members of the development community and staff regarding the City's development approval processes.

Reviews development applications to ensure they comply with applicable City bylaws, pertinent statutes, and are compatible with current Municipal goals and objectives.

Reviews specific concerns encountered by members of the business and development community in the actual processing of development applications.

Reviews various departmental policies, bylaws, procedures and guidelines related to the development approval process and recommends changes which would be beneficial to the development community and the department.

Provides assistance and information to internal and external contacts regarding the requirements and procedures involved in land development within the City of Nanaimo.

Manages the departments tracking system (Prospero) and other related systems used within the Planning & Development Department by providing training, developing reports and controlling the coordination, administration and maintenance of the system.

Manages and provides guidance and support related to the department's financial transactions and acts as a liaison between the department and the City's Finance Department.

Responsible for planning, directing and supervising financial audits and implements recommendations for internal accounting controls.

Identifies and recommends capital budget expenditures for the Service Centre and Support Services.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of municipal organization, administration, municipal bylaws, policies and procedures.

Thorough knowledge of Municipal computer systems such as Prospero, Calls, Inspections, Business Licensing, Land and other Tempest modules.

Demonstrated proficiency in accounting principles and auditing standards, with the ability to apply them effectively across diverse and complex financial transactions, especially as it relates to Tempest software.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.**

Excellent verbal and written communication skills.

Ability to multi-task in a fast paced environment.

Ability to plan, prioritize, assign, and supervise the work of staff.

Ability to exercise considerable initiative and independence of judgment in the performance of duties and responsibilities.

Ability to meet and deal tactfully, efficiently, and effectively with government, business, other officials and the general public.

Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

Ability to use discretion and political acumen in communicating on politically sensitive matters.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Diploma in Business Administration or related discipline from a recognized educational institution and 5 years' related experience, including proven management supervisory experience, preferably in a municipal environment.

An equivalent combination of education and experience may be considered.

**REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS**

Satisfactory Criminal Record Check.

Possession of valid Class 5 BC Drivers Licence.

**GENERAL STANDARDS**

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

**GENERAL STANDARDS cont.**

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.