



JOB DESCRIPTION

TITLE: PERMIT CENTRE CLERK

DEPARTMENT: Planning and Development

LEVEL: 7

Position Last Evaluated: Mar 2024
Job Desc. Last Updated: May 2025

JOB SUMMARY

Under the direction of the Manager, Permit Centre & Business Licensing, the Permit Centre Clerk will receive and process building permit applications, generate permit packages and provide information and assistance to staff, customers, and external agencies.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Receives, reviews and processes building permit application packages via the online software platform ensuring that submitted documents are accurate and complete. Provides support and/or troubleshooting assistance to applicants via phone and email as required.
2. Classifies, creates and maintains electronic building permit folders in the Tempest Prospero module according to established practices and procedures.
3. Monitors status of electronic building permits by generating a variety of reports and/or queries and completes tasks related to payment of fees.
4. Oversees the building permit online software platform and liaises with IT to resolve technical issues.
5. Obtains legal property title documents and company searches from the Land Title and Survey Authority of BC; enters and approves related charges within the electronic folder.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

6. Responds to counter, telephone, and email enquiries of a routine nature relating to a wide variety of development matters and provides specific information as required. Processes a variety of payments and deposits for multiple departments within the Planning and Development Department.
7. Processes requests for building plans/documents and real estate transactions by researching electronic and archived building records and obtaining information from various sources while conforming to Freedom of Information legislation.
8. Processes daily cash collections edit lists, bank deposits, account reconciliations; and payments as required.
9. Provides backup support to Business Licensing Clerks by receiving business licence applications, processing payments and providing licensing information.
10. Performs clerical duties for the Planning and Development Department by preparing correspondence, permits, and reports; maintaining a variety of electronic records and files; and compiling statistical reports and summaries.
11. Schedules inspection requests for the Building Inspections and Engineering sections.
12. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Sound working knowledge of current City bylaws, regulations, procedures, policies, and applicable legislation governing the Planning and Development Department, such as, the Building Bylaw, Zoning Bylaw, Business Licence Bylaw, BC Building Code and *Community Charter*, etc.

Sound working knowledge of the *Freedom of Information and Protection of Privacy Act* and how it impacts the release of information to certain parties.

Sound working knowledge of building, construction, and engineering technical terminology.

Sound working knowledge of roles and responsibilities of external agencies, such as, ServiceBC, BC Assessment Authority, Land Title and Survey Authority, BC Housing and the Regional District of Nanaimo.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to read and understand architectural and structural drawings, service connection locations, surveys, lot, and grading plans in order to correctly assign permit folder types per Statistics Canada attributes.

Ability to work under pressure in a fast-paced environment while responding to quickly changing priorities and ensuring strict attention to detail.

Ability to plan, organize and prioritize a high-volume workload.

Sound working knowledge of other City departments and their roles, responsibilities, processes, and procedures as they relate to the Planning and Development Department.

Advanced computer skills in word processing programs (such as Word, Adobe Acrobat PRO) and spreadsheet programs (such as Excel), with a minimum typing speed of 50 wpm.

Proficient computer skills in Municipal computer programs (such as Tempest) and third-party software (such as DocuSign).

Ability to communicate with courtesy and tact in order to obtain and/or distribute routine data or information to internal and external customers. This may involve the ability to probe for information and clarification.

Ability to compose routine correspondence.

Ability to work independently or as a member of a team.

Sound working knowledge of office procedures and equipment.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

A minimum 6 month Office Administration training program from a recognized educational institution (e.g. VIU or Sprott Shaw).

A minimum of 1 year related clerical or customer service experience.

Or an equivalent combination of education and experience.

GENERAL STANDARDS

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.

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.