



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: BUILDING INSPECTION ADMINISTRATIVE ASSISTANT
DEPARTMENT: BUILDING & BYLAW
POSITION TYPE: UNION POSITION
PAY GRADE: PAY GRADE 9
LAST UPDATED: JUNE 2022 (UNDER REVIEW)

NATURE AND SCOPE OF WORK

This is a highly responsible administrative position having primary responsibility to the Manager of Building Inspections & Bylaw Services. The incumbent provides a wide variety of administrative support directly to the Manager of Building Inspections & Bylaw Services as well as to other members of the Building Inspections & Bylaw Services team. Working within a service-oriented team environment, at times the position may be assigned to provide administrative support and/or service coverage to other City departmental teams including, but not limited to, administering the City's municipal business process software. This position has frequent direct contact with members of the public and requires well developed communication skills with the ability to disseminate information clearly, professionally, and tactfully in a timely manner.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Proactively assist the Manager of Building Inspections and Bylaw Services and other building inspection staff in effectively carrying out their duties by performing administrative and clerical work as required.
2. Consistently and proactively seek to ensure that customers inside and outside the organization are treated fairly, promptly, effectively, and positively. Provide information to the public in person, by telephone, fax, e-mail and/or in writing regarding all building processes, applications, requirements, and related matters.
3. Receive and process permits including but not limited to Building Permits, Plumbing Permits, Fire Sprinkler Permits, Demolition Permits, Chimney Permits, Oil Tank Permits and Woodstove Permits.
4. Book inspections, schedule appointments via email or phone and pull building files for Building Inspectors for daily inspections.
5. Open new files for the various types of permits in strict accordance with City policies and procedures. Create electronic records within appropriate business systems and software. Mark all files with appropriate and cross-referenced file and building permit numbers. Circulate to other departments as required. Keep paper and electronic files up to date with daily filing and scanning of all departmental records.

6. Maintain copies of building inspection related bylaws and policies. Assist in the design and preparation of templates, permits and forms for the Building Department as required and with the approval of the Manager of Building Inspections and Bylaw Service. Responsible for ensuring or checking that the latest versions of these documents are on the City's web site and follow up on any irregularities.
7. Compile and submit monthly building and demolition permit statistics for Statistics Canada and coordinate with other levels of government generally to ensure Colwood building inspection statistics are available to these other agencies.
8. Follow City procedures in releasing information from property files to owners, real estate agents and report all non-routine matters to the Corporate Officer or FOI Officer.

OTHER DUTIES AND RESPONSIBILITIES

1. Performs other related duties as required, including administrative support and/or service coverage to other departmental teams.
2. In the event of a local emergency when the City of Colwood activates its Emergency Operation Centre and after ensuring the safety of family and property, to report to the Emergency Operation Centre as required and assist with the implementation of the Emergency Plan.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Grade 12 completion, supplemented with the completion of business administration courses, and/or at least five (5) years relevant experience in an administrative capacity, preferably with an understanding of building inspection administration matters.
- An equivalent combination of education and experience may be considered.
- Ability to establish priorities and efficiently manage a heavy workload within an environment of frequent interruptions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Effective written and oral communication skills, public relations skills and practical problem solving ability.
- Ability to work well under pressure and to a deadline with attention to detail and manage competing priorities.
- General knowledge of the principles and practices of the building inspection process and a good understanding of municipal functions.
- Experience and demonstrated ability working proficiently with municipal business process software in the preparation of building and plumbing permit applications, statistical data, building valuation, building permits, occupancy permits, notices of expired applications or permits, monthly statistics, etc.
- Ability to function efficiently with minimal direction and to establish and maintain effective working relationships with municipal officials and other employees to meet and successfully serve the public within a team and service-oriented environment.
- Ability to accurately prepare and maintain control of a variety of office records, files and related



data in Excel and other municipal business process software.

- Demonstrated proficiency in the core competencies of:
 - i. Adaptability: Willingness to be flexible in a changing environment.
 - ii. Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - iii. Effective communication: Communicates effectively with others.
 - iv. Problem Solving: Recognizes and acts to resolve problems.
 - v. Organization: Organizes the work so that others will understand it and will be able to achieve the City's goals as communicated by senior staff.
 - vi. Customer Focus: Provides excellent service to both internal and external customers

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

Class 5 BC Driver's Licence is preferred

The above statement reflects the general duties considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that are inherent in this job.