



OAKVILLE

THE CORPORATION OF THE TOWN OF OAKVILLE

JOB POSTING

Call No.: 21-2452

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| Job Designation: | Development Permit Administrator |
| Department: | Transportation & Engineering |
| Salary Range: | \$60,039 - \$73,236 |
| Job Details: | Full-Time Permanent CUPE 1329 |
| Posting Status: | Open to all current Town of Oakville employees and external applicants. |

Reporting to the Manager of Permits, Inspections & Road Corridor, this position is responsible for the administration of Development Engineering Permit Applications (DEPA) that include the Development Engineering Permits (DENG) and Development Engineering Site Plans (DESP). The Development Permit Administrator will ensure the review, approval and inspection processes and requirements are followed and legal aspects of current Town By-laws are met.

Job Responsibilities:

- Pre-screens application submissions for completeness including review of drawings, reports, forms, etc., ensuring high level technical requirements are met, sufficient information is provided for detail review by Development Engineering Technologists, and the fee and security amounts are correct.
- Produces simple site plans in GIS as required to display existing Town/Region infrastructure, property lines, easements, pipelines, creeks, building footprints, etc. to verify completeness of application.
- Communicates results of pre-screening to applicants and enters information into the Plan-It Portal, or by email or Salesforce.
- Provides guidance on application process and requirements to applicants/residents.
- Provides technical support to applicants for the Plan-It Portal or redirects to System Support staff.
- Responds to a large volume of correspondence including e-mails, telephone and in-person inquiries.
- Responds to client inquiries and complaints related to DEPA and related By-law Enforcement, and re-directs to Service Oakville and/or other Departments as appropriate.
- Co-ordinates with staff across the town for resolution of various complaints and service requests from residents, councilors, contractors, consultants and others.
- Develops and maintains strong relationships and communications with internal and external customers, ensuring matters are handled professionally, diplomatically and expeditiously.
- Handles and triages confidential and sensitive issues independently with sound judgement.
- Provides customer service support, advice and assistance to other departments, residents, contractors, business owners, elected officials, and town BIA organizations on behalf of the department concerning DEPA related matters.
- Supports Service Oakville regarding call and email inquiries related to the department

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies

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including sharing information with Service Oakville as appropriate.

- Administers engineering elements of Development Applications and Development Engineering Permit Applications (DEPA) including DENG and DESP by monitoring the application process via the Plan-It Portal and AMANDA.
- Directs escalated inquiries and complaints to Management Team as required.
- Completes other DEPA-related permit processing and communication activities.
- Provides support and vacation coverage for other Clerks in the department.
- Develops and manages DEPA related files and records including the electronic filing system.
- Retrieves, archives and documents closed files for record management compliance.
- Responds to FOI requests.
- Processes cheque deposits in the absence of the Development Engineering Clerk.
- Indirectly supervises co-op students as required including training, orientation and assigning tasks.
- Completes other duties as assigned.

Qualifications:

- Successful completion of a two year college diploma in Civil Engineering Technician or a related diploma or degree.
- Must have a minimum of 3 years of related experience including development permit and application and planning approval processes.
- An equivalent combination of education and experience may be considered.
- Experience conducting preliminary review of engineering submissions for development applications and of Development Engineering Permit Applications (or Infill Development Applications)
- Experience resolving complaints from various stakeholders such as homeowners, contractors, and/or councillors.
- Ability to apply diplomacy and discretion with various stakeholders including acting and communicating in a considerate manner to ensure the reputation of the department.
- Excellent interpersonal and conflict management skills with the ability to communicate well with public and professionals and diffuse complaints from residents and applicants
- Excellent organizational and prioritization skills with a high degree of accuracy and productivity consistent with a senior administrative position.
- Time management techniques in order to prioritize work tasks including application administration, application pre-screening and a high volume of inquiries.
- Ability to follow procedures under pressure while avoiding omissions and ensuring all deadlines are met.
- Ability to work with a diverse range of people both internally and externally.
- Familiarity with municipal government processes; familiarity with town policies and departmental responsibilities would be an asset.
- Ability to understand technical drawings i.e. survey plans, grading and drainage plans, plans & profiles, engineering drawings, site plans, traffic engineering plans, utility plans, and erosion & sediment control plans.
- Knowledge of engineering design drawings related to site earth works and utility services.
- Comprehensive understanding of standard engineering terminology, municipal public works projects, road corridor knowledge, general office procedures; a familiarity with town corporate policies and procedures would be an asset.
- Knowledge of the development process and types of applications and permits.
- General knowledge of various relevant by-laws including Zoning, Site Alteration, Site Plan, Pool Enclosure and Fencing.
- Knowledge of residential and industrial construction field practices.
- Knowledge of erosion and siltation control standards as required by the municipality and other governmental agencies.
- Knowledge of good engineering practices related to Land Development projects.
- Knowledge of Ministry of Transportation signs, codes, installation requirements, etc.

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- Proficiency in various software such as AMANDA GIS, AutoCAD, CIS, Excel, Word, and other MS Office software.
- Proficiency in the town's Plan-It Portal or similar application in-take software would be an asset.

Applications for this position must be received at oakville.ca in the employment section no later than midnight on **December 7, 2021.**

DATED: November 23, 2021

The successful candidate will be required to submit proof of full vaccination in accordance with the town's COVID-19 Vaccination Policy and Procedure. Accommodation requests for new hires that are unable to get vaccinated against COVID-19 for reasons protected under the Ontario Human Rights Code, must be made in writing to the Human Resources department.

This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. The minimum threshold score for each of the testing and interview components of the recruitment process is 75%.

We thank all applicants and advise that only those selected for an interview will be contacted.

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Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resource Services, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3.