



Posting Id	2647
Department	Infrastructure and Engineering Services
Division	Infrastructure Planning and Development Engineering
Rate of Pay	\$114,535.00 - \$132,854.00 Annual Permanent Full Time
Job Type	New Hire
Replacement/New Position	
Posting Type	Internal and External
Posting Date	06/25/2024
Application Deadline	07/22/2024

Program Manager Engineering Permits

Position Summary

The Program Manager, Engineer Permits will provide operational leadership and supervise the day to day activities for the Engineering Permits program area.

Key Duties and Responsibilities

- Provide direct supervision of one Project Coordinator and three Development Engineering Technologists.
- Oversee and support the daily activities in processing Engineering Permits, Site Alteration Permits, and Engineering Consent approvals and supporting development agreements for residential development (up to 10 units), swimming pools, and other property alterations governed under the City's Site Alteration By-Law.
- Oversee, guide, and support staff with respect their daily activities in processing grading Inquiries/Complaints under the Site Alteration Bylaw.
- Manage workloads to ensure appropriate level of service in processing permits to meet the customer service objectives of the program area.
- Lead regular internal working group meetings to resolve processing issues and complaints.
- Collaborate and lead meetings with other internal sections or departments including external agencies to ensure collective permit and development agreement requirements are established and documented.
- Provide direction to resolve issues related to processing permit applications including meetings with staff and customers.
- Provide direction in resolving grading inquiries/complaints from residents including site meetings.
- Liaise with Council, senior management, applicants, consultants, contractors, and external agencies to resolve or escalate issues as required.
- Provide technical expertise in resolving issues related to the review of detailed grading/servicing plans, supporting technical reports and preparation of related development agreements.
- Mediate and negotiate resolution of issues with permit applicants.
- Demonstrate a commitment to continuous improvement by identifying, developing, reviewing, and updating standard operating procedures, processes, and policies to ensure the program area embraces best practices and is operating efficiently and effectively for all internal and external customers.
- Identify and implement continuous improvements associated with the use of the Energov tracking system and updates to Site Alteration Bylaw.
- Establish, collect, monitor, and regularly report on permit processing performance data and key performance indicators for the program area, and take corrective actions as required.

Education and Experience

- Degree in Civil Engineering or related discipline
- Professional Engineer Designation (member of PEO in good standing)
- 5 to 8 years of experience in processing residential development applications and/or engineering permits

Required Skills/Knowledge

- Proficient in Microsoft Office Suite and knowledge of development application tracking systems.
- Knowledge of site alteration bylaws and enforcement process including administrative penalties.
- Understanding of site alteration permit and consent engineering application process and related development agreements.
- Technical knowledge, expertise, and experience in private and municipal servicing for residential properties including road access, grading, sewers, watermains and stormwater management.
- Knowledge of technical documents to support residential development including geotechnical, hydrogeological, transportation, noise, and lighting would be considered an asset.
- Demonstrated leadership and supervisory competencies including performance monitoring and reporting as well as continuous improvement. LEAN designation would be considered an asset.
- Knowledge of City of Richmond Hill Site Alteration Bylaw and Standards would be considered an asset.
- Strong communication skills including negotiation.

- Formal report writing skills.
- Must possess a valid Ontario Class "G" Driver's License and have access to a vehicle for use on corporate business (mileage compensated) and will be required to provide proof of vehicle insurance upon hire.

Leadership Competencies

- Builds people and culture
- Cultivates open communication
- Demonstrates personal leadership
- Navigates and leads through complexity and change
- Shapes the future

To apply:

Please visit the City of Richmond Hill Career website at <https://jobs.richmondhill.ca/job-invite/2647/> referencing the Posting ID – 2647. Application deadline is July 22, 2024, at 11:59 PM.

We thank all candidates for their interest, however, only those under consideration will be contacted.

The City of Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. If contacted to participate in the recruitment and selection process, please advise Human Resources if you require an accommodation.