



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

JOB TITLE: DEVELOPMENT SERVICES REPRESENTATIVE **SCHEDULE:** B
DEPARTMENT: PLANNING, DEVELOPMENT & INFRASTRUCTURE SERVICES
DIVISION: DEVELOPMENT SERVICES **PAYGRADE:** 5

JOB SUMMARY:

As a member of the Development Services Administration team, the incumbent acts as the initial contact for all visitors to the Development Services division. Responsibilities include answering phone inquiries, acting as receptionist, providing information to customers, referring inquiries to the appropriate sources, conducting transactions, and processing a variety of forms, applications, permits and other documents. The incumbent also enters data, accepts payments, balances cash, and assists with various accounting functions. This position provides support for planning, zoning, building inspection, sub-division / engineering, business license and real estate personnel.

This is a high profile position and the incumbent must possess excellent interpersonal and communication skills for interacting with internal and external customers in a professional and efficient manner. This section functions in a team environment, requiring the incumbent to be flexible in workload and duty-sharing responsibilities. Performs related duties.

MAJOR RESPONSIBILITIES:

Under general supervision of the Supervisor, Land Use Planning:

Provides efficient and professional customer service by:

- providing the reception function and greeting all visitors to the division;
- ensuring the reception area is kept tidy and orderly;
- directly responding to routine inquiries by means such as phone, e-mail or in person; liaising with other divisions to respond to non-routine inquiries; as required, referring technical or complex inquiries to the appropriate source;
- calculating, accepting and processing a variety of payments;
- reviewing and assisting with the completion of various applications, permits, and other documents submitted by contractors, developers, and members of the general public;
- reviewing applications for completeness before passing application to appropriate area;
- interpreting guidelines to apply fees for various services;
- recording complaints, suggestions, compliments, and requests for service and forwards to other divisions for appropriate action;
- researching building/plumbing permit and business license information;
- entering information from applications and permits into various computer systems.

Provides clerical support by:

- entering and retrieving information from various computer systems;
- completing daily cash balances;
- assisting with Visa reconciliations, as required;
- assisting with account balancing, as required;
- preparing work orders and purchase orders;
- maintaining a variety of records and filing systems;
- assisting in the production of various reports pertaining to divisional activities;
- distributing reports and other documents, as appropriate;
- preparing bi-weekly building reports and posting to City Website;
- preparing reports for the monthly statistics and reports for Council;
- filling copiers and printers;
- maintaining filing systems and archival drawing storage and retrieval;
- providing support to the planning, long range planning, building inspection, engineering real estate and business license staff;
- organizing subdivision and zoning files, documents and correspondence;
- receiving and distributing incoming mail;
- ordering and maintaining supplies for Development Services;
- developing spreadsheets, circular templates and mail merge mail outs;
- typing a variety of documents;
- bi-weekly time entry for division, printing time entry registers and distributing to all supervisors;
- taking minutes as required;
- updating circulars and other department documentation for distribution to customers;
- assisting staff with special projects; and
- handling confidential information in a discreet and professional manner.

QUALIFICATIONS:

Education: High school graduation plus completion of at least one accounting course taken from a publicly accredited post-secondary institution recognized in the BC Transfer Guide. Courses in building or engineering technologies would be considered an asset.

Experience: Minimum of two (2) years' relevant experience. Familiarity with permits /licensing processes and construction terms and stages and respective Bylaws would be considered an asset.

Knowledge and Skills: Considerable knowledge of administrative practices and accounting principles. Knowledge of relevant department bylaws. Knowledge of cash reconciliation procedures. Some knowledge of building permits processes and construction terms and stages. Exceptional ability to self-motivate and to function with minimum direction and supervision. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees. Ability to work within, and contribute to, a proactive team environment. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to work discreetly with confidential information.

Demonstrated commitment to quality and customer service. The ability to openly and respectfully communicate in a way that promotes understanding in both verbal and written forms. The ability to handle a large workload and effectively meet deadlines. Ability to make accurate numerical calculations with speed, accuracy and to control and balance various records and summaries. Ability to complete and/or review detailed forms and documents and calculate payments quickly and accurately. Ability to effectively respond to a high volume of inquiries and handle multiple tasks. Ability to work independently and adapt to change. Ability to build and maintain positive, cooperative working relationships. Excellent interpersonal, conflict resolution and communication skills. Demonstrated attention to detail. Demonstrated judgment and problem solving abilities. Considerable skill with software in a Windows environment, word processing and spreadsheets packages, as well as specialized software programs related to the work. Ability to speak another language an asset. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license: No.
Vehicle Usage: No.
Police Information Check: Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offences related to the position.
Baseline Hearing Test: No.

Prepared by: Flannagan / Sieben
Date Prepared: March 2013
Revised by: Bourret / Sieben
Date Revised: March 2014