



Building Administrative Assistant

Permanent, Full-Time

The Township of Adjala-Tosorontio is located north of the GTA, at the southwest border of Simcoe County with a population of 11,000 residents and offers rural living with proximity to urban amenities.

Position Summary:

Reporting to the Manager of Building & By-Law Services/CBO, the Building Administrative Assistant is the first point of contact for phone, email, and in-person inquiries and administrative assistance relating to preliminary processing of permit applications and file preparation for permit issuance, scheduling of site and building inspections, and maintenance of department documentation.

Main Duties & Responsibilities:

- Delivers a high standard of customer service functions when responding to general inquiries in-person, by phone, email and refers other inquiries, when required, to appropriate staff or agencies; receiving department-related complaints and requests for inspection and investigation services, and determines validity of same, that are submitted in-person, by phone or electronic; resolving routine complaints and refers others to appropriate staff or agencies
- Intakes and reviews building, demolition, pool, and sign permit applications for completeness in accordance with applicable legislation and the Township's Zoning By-laws; coordinates applications through the examination process and communicates with applicants regarding permit status; circulates to internal and external stakeholders; notifies applicants when permit is ready and provides instruction on related inspection requirements
- Coordinates follow-up actions to ensure permit, complaints and other files remain actively pursued; works with department staff to complete and close out open permit applications
- Responsible for coordinating, tracking and updating applications in system
- Assists department staff with scheduling and coordinating inspection schedules with applicants, contractors, and developers; prepares department staff with property information
- Performs application calculations to determine applicable fees in accordance with the Township's applicable by-laws; coordinates fee refunds; prepares notices and invoices to collect additional service fees; ensures fees are not outstanding prior to scheduling inspections and contacting the client when there is a conflict
- Prepares statistical information and reports and submits to the Finance department, MPAC, the County and other agencies as required
- Drafts and updates department content for checklists and forms, administrative procedure manuals, website, digital media and brochures as needed
- Maintains all department paper and electronic records including but not limited to reports, plans, files, permits, orders, correspondence and related materials as required
- Replies to building compliance requests from lawyers and responds to the public for copies of surveys, service records, septic records and any other information, documentation or requests available to the public directly through the department
- Receives complaints of illegal construction from the public or staff; creates a digital complaint file when no record of a permit for a complaint exists; assists with maintenance of complaint files; creates orders; prepares and sends registered mail pertaining to orders/complaint investigations
- Coordinates the sewage system re/inspection program per the Building Code

- Undertakes special projects as assigned; conducts research as required and prepares reports

Qualifications, Skills, & Abilities:

- Post secondary education in Business Administration, Construction, Architecture or a related field or equivalent in training, education and experience
- Minimum 2 years related experience in an administrative or customer service role preferably in a municipal office setting
- Completion of Municipal Administration Program an asset
- Experience with permit tracking software and procedures related to building/by-law enforcement procedures an asset
- Familiarity with Building Code Act, the Ontario Building Code, Planning Act, and municipal zoning by-laws an asset
- Excellent computer skills with proficiency in MS Office; proficiency in GIS an asset
- Superb communication, customer service and interpersonal skills, with ability to deal courteously and effectively with all levels of staff, contractors, developers, outside agencies, lawyers, and the public; discretion and good judgment when handling confidential/sensitive information
- Sound conflict resolution, analytical, problem solving, research, multi-tasking and organizational skills
- Highly motivated to work both independently with minimal direction and in a team environment
- Provide satisfactory Criminal Record Check

Annual Salary Range: \$47,850 – \$59,807 (2024 rates). Based on 35-hour workweek.

The Township offers a comprehensive benefits package, enrollment to OMERS pension plan, Employee & Family Assistance Program, paid personal and sick days.

Qualified candidates are requested to forward their resume and cover letter to HR@adjtos.ca with “Building Admin Assistant” in the subject line. Resumes can also be dropped off at the Township of Adjala-Tosorontio office: 7855 Sideroad 30, Alliston to attention of Human Resources.

The Township of Adjala-Tosorontio is an Equal Opportunity Employer, committed to diversity and inclusivity in employment for a barrier-free workplace. Accommodations are available for all parts of the recruitment, selection &/or assessment process. Applicants need to make their needs known in advance to Human Resources. Personal information collected through the recruitment process will be used solely to determine eligibility for employment and handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act. We thank all those who apply, but only those selected for an interview will be contacted.