



## **TECHNICAL AND ADMINISTRATIVE ASSISTANT**

**NATURE OF WORK:** The Technical and Administrative Assistant's primary function is to provide public facing customer service pertaining to building, heritage, and development permit application requirements, application status, and other permit related information.

*This job description reflects the general details 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 may be inherent in such classification.*

*The confidentiality of City affairs shall be respected and practiced at all times.*

### **ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to the Manager of Development Planning.
- Works closely with all members of the Planning and Heritage Department to provide critical forward-facing public services.
- Develops and maintains working relationships with department managers, supervisors, and all City employees to provide administrative support and assist with Planning-related functions.
- Develops and maintains relationships with service providers, external agencies, consultants and associated professional groups.
- As a committed member of the City of Charlottetown team, the Technical and Administrative Assistant will act as a positive role model for all employees throughout the organization.
- Deals with the public with integrity and in a professional and courteous manner.

### **PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Reviews construction and permit plans for completion and screens for basic compliance.
- Acts as the resident expert of the Department's automated Building Permit system and provides front counter service operations.
- Performs property file reviews prior to forwarding to Development and Heritage staff for final permit and development review.

- Utilizes the automated Building Permit system to input permit applications, monitor, and expedite permit application processing, and coordinate related financial transactions.
- Acts as an information resource person for general inquiries both internal and external.
- Assists Planning and Development staff with research on properties and preparation of preliminary reports regarding properties as required.
- Provides administrative and technical support related to GIS applications.
- Reviews permit inspection histories and generate final inspection requests where required.
- Assists the public in compiling information for Building Inspections and Planning and Heritage services.
- Scans, categorize, and code drawings and other documents.
- Backfills for the Administrative Assistant/Intake Officer when they are unavailable or away.
- Takes minutes at Planning Board, Heritage Board, Design Review Board, etc.
- Undertakes follow-up from various board meetings to ensure that the directives from the meetings are moved forward.
- Organizes street naming, civic numbering, and coordinates information with 911, Postal Service, and other agencies.
- Performs other related duties, responsibilities and functions as assigned.

#### **REQUIRED COMPETENCIES:**

- Advanced verbal, and written communication skills and the ability to engage others.
- Excellent judgment and the ability to handle highly sensitive and confidential data and situations with tact, professionalism, and discretion.
- Exceptional interpersonal skills paired with the demonstrated ability to build and maintain strong relationships with management, staff, and the public.
- A strategic and creative thinker with the ability to work with detailed processes.
- Ability to grasp concepts, methodologies, and approaches quickly and can develop and implement them effectively.
- Good personal mastery and performance as a team player, with proven ability to role model the behaviours associated with a constructive culture and a commitment to health, wellness, and safety.
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- Exceptional organizational and time management skills to meet frequent and aggressive deadlines.
- Excellent analytical and research skills paired with the ability to work with detailed processes including entering data and creating reports.
- Ability to interpret building plans and applications for adequacy of documentation for submissions of applications for approvals.
- Ability to function effectively in a fast-paced work environment with challenging and often competing priorities.
- Ability to work overtime to accommodate evening meetings and events as required.

### **REQUIRED QUALIFICATIONS:**

- A minimum of 2 years of related experience in a planning, administrative, municipal, government public service, architectural or technical role.
- Possession of a Certified Engineering/Architectural Technician Diploma would be an asset.
- Knowledge of Geographic Information Systems is required.
- Direct experience in planning or government services would be an asset.
- An equivalent combination of education and experience may be considered.

**Salary:** \$54,809.33 - \$64,481.70 as per the UPSE Collective Agreement.

### **How to Apply:**

Please submit a cover letter, detailed resume by e-mail to [jobs@charlottetown.ca](mailto:jobs@charlottetown.ca) Your application must be clearly marked “**Application for Technical and Administrative Assistant**” and submitted by **January 26, 2024, at 4:00 PM.**

Please ensure your application clearly demonstrates how you meet the noted qualifications as applications will be screened based on the information provided. We would like to thank all applicants for their interest; however, only those who are selected for an interview will be contacted.

The City of Charlottetown is committed to equity, diversity, inclusion, and reconciliation and believes in providing a positive working environment where every person feels empowered to contribute. The City encourages applications from underrepresented groups including all designated equity groups with the skills and knowledge to productively engage with diverse communities. If you require an accommodation in any part of the recruitment process, please direct your inquiries, in confidence, to [jobs@charlottetown.ca](mailto:jobs@charlottetown.ca) or by calling 902-629-4110.