

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(BUILDING SERVICES – ENGINEERING & ZONING SECTION - LOCATION – 71 MAIN ST. W., 3RD FLOOR)

BUILDING PERMIT ADMINISTRATIVE CLERK – CUPE 5167

SUMMARY OF DUTIES

Report to the Manager of Building Engineering & Zoning. Responsible for call handling of central queue telephone line and email inquiries, processing and data entry of Zoning Verification/Property Report, Building Permit, and Planning related applications and Action Requests, and maintaining filing systems and circulations.

GENERAL DUTIES

Operates the Building Services Division CISCO IP Telephony centralized queue telephone system.

Receives, answers or directs phone enquiries from public, staff, other departments, agencies and contractors.

Maintains the Building Services Division general email account, building@hamilton.ca

Accesses and operates AMANDA database system for data entry and query.

Data entry into Oracle database application system.

Data entry of Action Requests and Zoning Verification/ Property reports into AMANDA software.

Distributes, files, and performs cash handling of fees for zoning verifications/property reports.

Process cheque requisitions for reimbursements and refunds

Collects and distributes Divisional internal and external mail and faxes.

Operates Seiko Smart Label printer to prepare permits for mailing.

Provides support role and assistance to Building Services Clerk and Building Construction Secretary.

Performs other duties as assigned that directly relate to the responsibilities of this position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Clerical duties normally acquired through relevant Business office experience.
2. Must possess effective verbal and proficient written communication skills
3. Proficient in a computerized environment with strong working knowledge of Microsoft Office software (Microsoft Outlook, Word, Excel) and database software.

4. Proficient at data entry, inputting with a high level of speed and accuracy.
5. Ability to multi-task in a busy work environment.
6. Previous work experience with database software. Knowledge of Amanda, GIS or Oracle databases would be considered an asset.
7. Demonstrated ability to process and collect permits and prepare cash receipts.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
