

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(PLANNING DIVISION – ZONING AND COMMITTEE OF ADJUSTMENT - LOCATION – 71 MAIN STREET WEST, 5TH FLOOR)

PERMIT APPLICATION SPECIALIST - CUPE 5167**SUMMARY OF DUTIES**

Reporting to the Supervisor, Zoning Review; responsible for accepting and processing Committee of Adjustment applications, Building Permit applications and other Planning Act related applications.

GENERAL DUTIES

Maintain and build client relationships by providing optimum customer service with a passion for helping people and a positive attitude.

Demonstrated ability to proactively listen, identify issues and solve problems with solid multitasking skills.

Strong communication skills with the ability to receive and answer enquiries from homeowners and industry professionals with regards to Committee of Adjustment applications, Zoning By-laws, practices, regulations and procedures.

Excellent administrative skills, be enthusiastic, reliable, punctual and have a willingness to learn.

Attention to detail and comprehension skills a must, compose correspondence.

Ability to work effectively as part of a team and the flexibility to adapt to a constantly changing environment

Determine acceptance or refusal of applications based on conformity with applicable terms of reference, practices and procedures.

Research zoning maps, survey and property files to verify compliance with Zoning By-laws.

Work in co-ordination with other regulatory bodies, staff and other agencies such as Fire Prevention Bureau, Niagara Escarpment Commission, and Conservation Authorities in matters relating to Committee of Adjustment applications and zoning review.

Receive inquiries and complaints and refer to appropriate staff for follow up. Investigate and follow up on approvals relevant to permit issuance.

Advise owners and zoning examiners on procedures and regulations.

Input and retrieve data, process and distribute applications and plans to zoning review staff.

Create and maintain files in the appropriate database system (AMANDA and Excel).

Attend training courses as required.

Conduct all duties responsibly, addressing risk management issues, thereby minimizing exposure to personal and municipal liability.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

Work 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. Community College diploma or University degree in a Planning, Architectural or Civil Engineering Technology Program (or equivalent).
2. Previous Municipal experience will be considered an asset.
3. Client/customer-orientated experience and service in a building and/or construction environment.
4. Demonstrated ability to interpret plans and professional drawings.
5. Must possess numerical aptitude.
6. Experience in a computerized environment. Working knowledge of Microsoft suite. Previous experience with AMANDA will be considered an asset.
7. Demonstrated ability to communicate effectively both verbally and in written form.