

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION – PLAN EXAMINATION – LOCATION – 71 MAIN ST. W., 3RD FLOOR)

PERMIT INTAKE COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Permit Administration, this position acts as a subject expert in all technologies used in the Building Division and knowledge expert in Ontario Building Code. This includes answering questions related to Building technologies from both internal staff and external customers, documentation of procedures, provide on-going training, review and support the undertaking of various technology development and implementation. The position requires an understanding of all division processes related to building application workflow and review, encouraging cross commission support and integration to streamline processes. Using an extensive knowledge of AMANDA, ePLAN, ProjectDox and its capabilities as well as other software such as Visio, Excel, PowerPoint, this position also participates in reviewing new versions, upgrades and testing software releases.

General Duties

Answers ePLAN, AMANDA, ProjectDox, and other technology related questions from internal staff.

Provides front counter customer service to support ePLAN .

Answers calls related to ePLAN from the public.

Acts as a liaison between IT and Building Division on subjects related to AMANDA, ePLAN, ProjectDox and other technologies used in the Building Division.

Provides input on determining the requirement for associated scope-of-work for proposed ePLAN, AMANDA and ProjectDox developments.

Maintains AMANDA and ProjectDox functionality to align with departmental processes and procedures.

Facilitates business unit working groups to determine workflow, processes and procedures in relationship to AMANDA and ePLAN.

Creates process maps and process document outlining the day-to-day workflow of a business activity in AMANDA and ePLAN, including step-by-step instructions.

Tests modifications, new releases, version updates prior to implementation into full production platform of the AMANDA and ePLAN software.

Provides day to day support for all AMANDA and ePLAN users within the business unit. Ensure the best quality of information is being enter into the system in real time for reporting purposes and data collection.

Creates internal and external training material to reflect individual business unit processes, procedures and practices.

Trains staff relating to business rules, changes and modification in a group setting or on an individual basis to effectively utilize the AMANDA and ePLAN system.

Trains staff on the review and issuance of building permits in the Plan Examination Section.

Creates and maintain AMANDA and ePLAN processes and detailed instruction to reflect business needs. Duties may include but not limited to:

Folder functionality

Templates for document for implementation of new procedures to be sent to IT
Document any required changes in AMANDA and ePLAN and sent to IT
All fields in AMANDA and ePLAN

Coordinates the processing of permit applications and assist to ensure that plan reviews and associated administrative procedures adhere to departmental time targets.

Oversees and creates AMANDA folders for permit applications having regard for proper folder type, subtype, work proposed, property data fee payments, process assignment and documents of “attempts” and “results” according to departmental procedures and standards.

Keeps stakeholders up to date on the progress of the service they are receiving and notify them of changes that affect the outcome of the service.

Reviews and applies all relevant legislation, policies, procedures and standards to building permit applications by thoroughly reviewing submissions ensuring they meet minimum application standards and advise applicants of deficiencies and other required approvals.

Provides cursory technical and zoning expertise early in the approval process and consult with plans examiners where required.

Processes online permit applications using the City of Hamilton’s ePLAN system.

Other duties as assigned.

QUALIFICATIONS

1. Minimum community college diploma in Architecture, Building Technology or a related discipline.
2. BCIN (Building Code Certification Number) required (General legal/process, On-site sewage system, HVAC, House/Small Building).
3. Considerable experience in the review and issuance of building permits.
4. Eligible for OBOA (Ontario Building Officials Association) certification.
5. Demonstrated relevant Municipal Building Department experience.
6. Demonstrated ability to read plans.
7. Must possess numerical aptitude and computer literacy skills.
8. Must possess excellent written and verbal skills
9. Excellent customer service, interpersonal and organizational skills including the ability to effectively serve customers in a front-line capacity.
10. Well-developed computer skills with Microsoft Office Suite: Word, Excel, Microsoft Outlook, Access, and PowerPoint.
11. Experience with AMANDA, ePLAN, and ProjectDox software.
12. Ability to read and interpret working drawings, complex legal documents and by-laws.
13. Knowledge of the Ontario Building Code.

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

AND THE WORKPLACE