

# TOWNSHIP OF ASHFIELD-COLBORNE-WAWANOSH JOB DESCRIPTION

---

Position Title:	Building Administrative Assistant
Department:	Building Department
Report to Title:	Chief Building Official

---

**This job description last updated on November 22, 2024.**

## **Position Details**

Position Status:	Full time
Pay Method:	Hourly
Normal workweek:	35 Hours
Overtime status:	Overtime after 44 hours
Full Benefits:	Yes

## **General description (overview) of position:**

### **1. Scope of position:**

Reporting to the Chief Building Official, this position is responsible for providing administrative support to the Chief Building Official and Building Inspector. In addition, provides support to other departments as required. This position provides customer service support and responds to inquiries from public and other municipal departments regarding the day-to-day activities of the Building Department.

### **2. Key responsibilities:**

Provides effective and courteous customer services to municipal staff and members of the public.

Responds to front counter and telephone inquiries concerning building, zoning, plumbing and septic permit information, application fees and servicing requirements.

Reviews all permit applications for completeness for building, plumbing, and septic.

Creates new building and permit files, compiles and inputs data in the building and septic tracking database, and updates roll files as required.

Schedules site inspections for the building department.

Following approval from the designated inspector, issues building permits, including the printing and laminating of permits, and preparing permits for pick-up or electronic distribution.

Prepares various types of correspondence, reports, notices, certificates, and orders, including Building Code, Property Standards Infractions, Zoning, etc.

Maintains databases, file management and permit / development tracking systems.

Updates files in the Records Management System and assisting with cataloguing and retention of files.

Acts as back-up counter receptionist and provides information and other assistance to all inquires for the municipality, as well as performing all other duties as assigned.

## **A – SKILLS**

### **1. Knowledge – education and experience**

#### **(i) Education and training**

(a) Minimum education:

High School Diploma

(b) Formal training:

None

#### **(ii) Experience**

(a) Minimum number of years of related work experience necessary to achieve proficiency on the job:

(l) within one year

**(iii) Other Key Skills necessary to achieve proficiency on the job.**

- (a) A good understanding and knowledge of Township policies procedures.
- (b) Willing to take related building courses.
- (c) Excellent computer skills including a sound working knowledge of Microsoft Office applications including Word, Excel, PowerPoint, and Outlook, as well as the Internet and related GIS.
- (d) Excellent written and verbal communications, time management, organizational, analytical, problem-solving and customer service skills.
- (e) Excellent interpersonal skills including the ability to work effectively in a team environment and to exhibit courtesy, tact and diplomacy in dealing with the public, departments officials, other members of staff, and to adhere to confidentiality requirements at all times.
- (f) Have a valid class "G" Ontario Drivers License in good standing.

**2. Decision Making – judgement, problem solving, creativity, initiative, and analysis.**

- (a) Complexity of decisions: Low
- (b) Nature & number of alternative solutions to chose from. Is research of alternatives required? No alternatives
- (c) Degree of responsibility for unusual problems: Low
- (d) Degree of independent action and judgement? Low
- (e) Decisions represent those of department? Yes
- (f) Degree of responsibility for policy development? Low

**3. Communication – written, verbal and interpersonal**

Internal Contacts

Mayor and Council: No

Managers: 3  
CAO  
Chief Building Official  
Clerk

Non-management staff: 3  
Office Staff

### External Contacts

General Public: Yes

Other external contacts: Yes

(a) Number and frequency of contacts requiring regular communication within the organization: Occasional

(b) Complexity of the type of information communicated & requested within the organization: Low

(c) Number and frequency of contacts requiring regular communication outside the organization: Occasional

(d) Complexity of the type of information communicated & requested outside the organization: Low

(e) Represents municipality at functions? No

## **B – EFFORT (duration & intensity)**

### **1. Mental effort – concentration & attention, complexity & analysis required, and mental fatigue**

(a) Approximate % of work day requiring periods of concentration to complete duties satisfactorily:

(l) 46-60%

(a) Amount of mental fatigue:

(l) medium

**2. Physical & manual effort – manual dexterity, complexity, volume of work, sensory requirements and physical fatigue**

(a) Approximate % of work day requiring periods of physical effort to complete duties satisfactorily:

(l) 0-15%

(b) Amount of physical fatigue:

(l) minimal

**C – RESPONSIBILITY**

**1. Program Delivery - contact with the public, public relations, accountability, accuracy, consequence of errors, degree of independence in development/evaluation of programs/services, responsibility for of policies & procedures, responsibility for planning**

(a) Programs/services are delivered as follows:

(l) assists or supports delivery of programs/services within established guidelines

(b) Contact with the public is:

(l) frequent

(c) Responsibility for development and evaluation of programs/services:

(l) none

**2. Human Resources – personnel policies & procedures, supervision, health & safety, training**

(a) Number of direct reports to this position: None

(b) Supervision/coordination of the work of other employees:

(l) never

(c) Provides informal training/instruction to other employees:

(l) never

- (d) Responsibility for hiring, discipline, motivation, training, performance review etc.: no
- (e) Involvement with HR function for municipality including overall policies, procedures, personnel files etc.:
  - (l) none

**3. Material & Information Resources – equipment, property, data records & software, confidentiality**

- (a) Responsibility for storage and maintenance of material or information:
  - (l) that is routine and non-confidential
- (b) Involvement in purchasing:
  - (l) gives input into purchasing decisions
- (c) Responsibility for using & maintaining equipment:
  - (l) uses small equipment safely and is responsible for storage and/or maintenance
- (d) Responsibility for policies and procedures relating to material & information resources:
  - (l) no involvement

**4. Financial Resources – budgets, treasury, accounting & confidentiality**

- (a) Involvement in financial matters:
  - (l) little or no involvement with financial matters
- (b) Budget/spending authority:
  - (l) none

## **D. WORKING CONDITIONS**

### **1. Physical Environment – physical surroundings & hazards**

- (a) Physical environments:
  - (l) Pleasant and predictable environment
- (b) Exposure to hazards:
  - (l) minimal
- (c) Risk of injury:
  - (l) minimal

### **2. Mental Environment – interruptions, dealing with public, deadlines, control of work schedule, montony, social disruption**

- (a) Number of interruptions:
  - (l) frequent
- (b) Contact with public:
  - (l) constant
- (c) Deadlines:
  - (l) some
- (d) Overtime:
  - (l) never
- (e) On call:
  - (l) never

---

CAO Approval

**I have reviewed the above job description and agree it is accurate and complete.**

Supervisor \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Approval

**I have reviewed the above job description and agree it is accurate and complete.**

Staff Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_