



Job ID #30654: Permit Intake Clerk

Planning & Economic Development · Hamilton, Ontario



Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully.
#BeTheReason

- **Job ID #30654: Permit Intake Clerk (Periodic)**
- **Union:** CUPE Local 5167
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on **December 18, 2024**.
- **Duration:** Up to 18 Months
This periodic posting is for all current & upcoming temporary full-time vacancies for the period of January 1, 2025 - July 1, 2025.
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

SUMMARY OF DUTIES

Reporting to the Supervisor, Plan Examination, performs administrative duties associated with the operation of the Building Engineering Section and clerical and front counter duties.

GENERAL DUTIES

- Prepare and type various documents, reports, correspondence, forms, lists, records, memoranda, letters and legal documents from copy and dictated notes. Check and proofread letters and documents for accuracy.

- Complete the administrative portion of building permit applications from the public to ensure they are received, processed, and issued in a timely manner. Compile and prepare supporting documents for the Building Engineering Section.
 - Receive and answer inquiries in person, by telephone and email from public, staff, elected officials and other departments regarding the status of Building Permit Applications Provide information as may be indicated by the inquiry and relay calls or messages to appropriate personnel when necessary. Provide front counter/reception duties as required, deal with requests and complaints. Inquiries can come in the form of in person and virtually through systems like virtual appointments, consults, and portal chat systems.
 - Corresponding with internal and external stakeholders pertaining to Building Division matters.
 - Input and retrieve data, process and distribute permit applications and plans to the Building Engineering Section.
 - Determine acceptance or refusal of building permit applications based on conformity with applicable legislation.
 - Provide assistance to customers in relation to their building application. This will include troubleshooting such as helping the applicant navigate the online system by phone or email.
 - Experience using online permit systems, Point of Sale (POS) terminals, and Laserfiche systems.
 - Assist with the administrative portion of building permits which includes answering inquiries, performing calculations, and collecting development charges and other related fees.
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- Input revenue received on Point of Sale (POS) terminal, issues receipt to client and forwards all application fees and billing information to accounting section, maintain tracking system and prepare forms for deposit to various accounts.
 - Set up and maintain office filing system, such as correspondence, departmental records, forms and cards for the Section. Keep or retain general office records and reports. Input, manipulate and retrieve data and prepare status reports. Retrieve and print information from microfiche or electronic storage.
 - Sort and distribute incoming mail and faxes, process outgoing mail for the Section.
 - Take and transcribe minutes of meetings.
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- Arrange and schedule meetings for managers and professional staff.
 - Requisition and maintain office supplies, including processing invoices and forwarding for approval of payment.
 - Provides back-up support to the Building Engineering Support Assistant role as needed in times of absence or workloads necessitates.
 - 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.
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- Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience related to duties listed above normally acquired through a combination of education and relevant administrative work experience.
2. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Word, Excel & Outlook.
3. Demonstrated work experience inputting and manipulating data with speed and accuracy at an intermediate level. Work experience and knowledge of AMANDA is preferred.
4. Demonstrated ability to deal with customer requests for service and assistance; responds promptly to customer needs.
5. Demonstrated organizational skills with demonstrated ability to work within defined timeframes.
6. Client/customer-orientated experience and service in a building and/or construction environment.

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

Location – Hamilton, ON

Employment Type – Temporary, Full-Time

Minimum Experience – Mid-level

Compensation - \$38.049 - \$43.237 per hour