

Permit Co-Ordinator

RSM Building Consultants

www.rsmbuildingconsultants.com



JOB OVERVIEW

Job title	Permit Coordinator
Organization and department	In this position, you will be working as part of our Building services team, where you will be providing both technical and permitting process knowledge and expertise to municipalities across Ontario.
Location and hours	We value flexible work arrangements that balance family commitments and productivity. This is a fully remote position with the option of attending the office as necessary to connect with the RSM team. Duties are to be completed during daytime shifts, between Monday- Friday within fulltime weekly hours. The working shift is required to overlap with the head office team's working hours which are typically 8:30-4:30 Monday-Friday for optimal communication and support. On occasion, irregular work may occur outside of daytime hours for scheduled meetings or conference booths etc.
Hiring manager/ supervisor	Karri-Anne Read ka@rsmbuildingconsultants.com

JOB SUMMARY

In this position, you will work with our dynamic team of Chief Building Officials, plans examiners and inspectors, municipal partners and other industry professionals to provide the necessary support and day-to-day operational needs of a building department within many municipalities concurrently. Our duties are performed using web-based programs, virtual meetings and calls.

WORKING ENVIRONMENT

Regularly interact with municipal leaders, professional designers, subcontractors, and learners, to provide essential support and knowledge.

Embrace challenging deadlines with enthusiasm and adaptability in a dynamic work setting.

Leverage your leadership skills, problem-solving abilities, independence, and self-motivation to excel in this role.

You will be part of a supportive team-oriented department where collaboration and mutual respect are central to achieving our goals.

JOB RESPONSIBILITIES

Typical responsibilities in this position include:

Permit Coordinator duties,

- Develop good working relationships with municipal employees, applicants as well as the RSM team.
- First point of contact for clients (phone, email, Cloudpermit messaging).
- Resolving routine customer service inquiries as they relate to building permits and forwarding calls/emails to applicable RSM team members when required.
- Review incoming permit applications for completeness as required by OBC legislation and follow up to obtain.
- Setting fees and assigning plan reviews to RSM examiners, ensuring appropriate and fair distribution.
- Setting permit fees in Cloudpermit utilizing municipal fee schedules.
- Assist clients with completion of building permit applications and other necessary forms.
- Schedule requests for virtual inspections and maintain an inspection activity log for payroll and invoicing purposes.
- Coordinate with various team members to oversee the permitting process and ensure deadlines are met.
- Provide support to other staff as required (Manager of CBO Services, Plans Examination Department, Inspection team).
- Follow up with applicants regarding deficient applications.
- Mentoring of municipal building officials.

SKILL REQUIREMENTS and EXPERIENCE

Required:

- **Proficiency in Office Software:** Skilled in Microsoft Office Suite
- **Strong Organizational Skills:** Ability to manage multiple tasks, maintain filing systems, and meet deadlines with attention to detail.
- **Effective Communication:** Excellent written and verbal communication skills to interact with staff, clients, and stakeholders professionally.
- **Customer Service Excellence:** Friendly and approachable, with the ability to resolve inquiries or complaints efficiently.
- **Time Management:** Demonstrated ability to prioritize tasks, manage schedules, and coordinate meetings or events.

- **Technical Aptitude:** Comfortable with troubleshooting basic IT issues and operating office equipment.
- **Confidentiality and Discretion:** Handles sensitive information with professionalism and integrity.
- **Team Collaboration:** Works well in a team environment, supporting colleagues and other departments as needed.
- **Problem-Solving Abilities:** Resourceful and adaptable, with strong decision-making skills to address challenges.
- **Administrative:** Minimum 6 months experience working in customer service or administrative role.

Preferred:

- Experience working in administrative tools like Bluebeam, Cloud Permit and other permitting software programs like Citywide, Keystone, Amanda etc.
- Experience working in a municipal environment an asset.

COMPENSATION

- Hourly Wage \$29-\$36/hour based on individual experience
- Benefits Package & Health Care Spending Account
- RRSP Program (under review)
- Work from Home Location
- Access to all RSM Building Consultants Workshops and Webinars for continuing education

HOW TO APPLY

Please email your cover letter and resume to ka@rsmbuildingconsultants.com by Monday April 17, 2025.

We thank all applicants for their interest. However, only those being considered for an interview will be contacted.