

Building Consultant

Job ID: 55841

Job Category: Audit, Compliance & Inspections

Division & Section: Toronto Building, Customer Experience

Work Location: Various – see below

Job Type & Duration: Full-time, Permanent

Hourly Rate and Wage Grade: \$53.98 - \$59.17, TF0214, Wage Grade 17 (2024 wages)

Shift Information: Monday to Friday, 35 hours per week

Affiliation: L79 Full-time

Number of Positions Open: 4

Posting Period: 06-May-2025 to 20-May-2025

Location Information – Vacancies are anticipated at various locations across the City of Toronto including:

- North York Civic Centre, 5100 Yonge Street
- Scarborough Civic Centre, 150 Borough Drive
- Etobicoke Civic Centre, 399 The West Mall
- City Hall, 100 Queen Street West

Major Responsibilities:

- Provides direction to staff and coordinates activities such as scheduling, attendance, and ensuring Customer Service functions are conducted within applicable policies and legislative environment.
 - Makes decisions and recommendations and approves eligibility for a building permit.
 - Interprets and ensures compliance with applicable legislation, By-Laws, policies and procedures.
 - Liaises with internal divisions, other levels of government and community stakeholders, to facilitate timely building permit and licensing application reviews to ensure they meet all requirements, in support of a positive customer service experience.
 - Coordinates research and analysis to develop service options for interested parties.
 - Responds in writing to inquiries and complaints via email, in person at the service counter and over the phone (e.g. providing information regarding the Ontario Building Code and zoning information and licensing inquiries).
 - Coordinates dispute resolution processes.
 - Provides technical expertise within the team to include interpretation of related regulations, assistance in reviewing complex applications at intake, and assistance in responding to technical inquiries.
 - Establishes communications and liaises with other sections, divisions, agencies, to ensure ongoing effective partnerships and customer service.
 - Works with staff to support various computer applications.
 - Assists in the review and intake of various building permit and licensing applications including coordinating team reviews for the purpose of issuing various building permits required for construction as defined in division programmes.
 - Attends court to provide evidence on matters related to permits, Building Code and City By-Laws.
 - Participates in cross-training in other disciplines within Customer Service and trains new staff.
 - Represents the Division at various committees and meetings.
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Key Qualifications:

Your application must describe your qualifications as they relate to:

1. Post-secondary degree or diploma in a related discipline such as architectural technology, building science or civil engineering technology or an equivalent combination of education and experience.
2. Experience providing work direction, training, and/or guidance in a customer service environment.
3. Considerable experience in the development process, including working with building and construction proposals and processes.
4. Experience in interpreting and applying requirements of Applicable Laws, Zoning By-Laws and the Ontario Building Code Act and its regulations related to the Building Industry.

You must also have:

- Must possess or be able to obtain the following Ministry of Municipal Affairs & Housing Ontario Building Code qualification requirements for an inspector: Powers and Duties of a Chief Building Official (Legal) or General Legal, Building Structural, Complex Buildings, House, Large Buildings, and Small Buildings
- Knowledge of and ability to apply the Ontario Occupational Health and Safety Act and Regulations relevant to building construction.
- Proficiency in the use of various computer applications and software including Microsoft Office.
- Excellent interpersonal, problem solving and conflict management skills.
- Strong customer service skills to meet the diverse needs of the public in a courteous and professional manner, in writing, verbally and in meetings.
- Ability to plan, organize and manage work with minimal supervision, meet deadlines and deal with conflicting priorities and work demands.
- Ability to work well autonomously or within a group or team environment.
- Adept with confidential and sensitive information with the ability to ensure discretion.
- Ability to build and maintain strong, collaborative relationships with internal divisions, other levels of government and community stakeholders.
- Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.

How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume through the job portal, quoting **Job ID 55841**, by **Tuesday, May 20, 2025**.

Toronto is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit jobs.toronto.ca or follow us on

Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://www.linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://www.facebook.com/CityTOjobs).

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the **application process** is available upon request](#). Learn more about the City's [Hiring Policies and Accommodation Process](#).
