



## Job ID #31374: Supervisor, Customer Service & Office Operations

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 #31374: Supervisor, Customer Service & Office Operations**
- **Union:** Non-Union
- **Close date:** Interested applicants please submit your application online at [www.cityofhamilton.bamboohr.com/careers](http://www.cityofhamilton.bamboohr.com/careers) by 4:00p.m. on **September 17, 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 Manager, Business Operations, you will be responsible for the efficient direction of the Permit Intake Clerks, Building Division Assistants, Document Management Clerks in the building division. Ensures professional delivery of Building Division functions, primarily at a public facing counter, email and telephone services, as well as document management services. The Supervisor will ensure compliance with submission requirements under the Ontario Building Code Act & Regulations, including applicable law, as well as services related to the Freedom of Information and Protection of Privacy Act (FIPPA) and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). A primary objective of this role is to deliver sensational customer service.

## **GENERAL DUTIES**

- Supervise and provide direction to the Permit Intake Clerks, Building Division Assistants and Document Management team to ensure efficient and accurate permit administration, record maintenance, and document archiving, including microfilm storage and retrieval.
- Oversee Point of Sale (POS) terminal operations, ensuring accurate fee processing and financial tracking.
- Oversee the daily operations of Permit Intake Clerks, Building Division Assistant, and Document Management team ensuring proper handling of incoming calls, inquiries, inspection requests, zoning verifications, action requests, and formal information requests. Evaluate staff performance, recommend training, coordinate disciplinary actions, and manage the performance and development process.
- Ensure adequate coverage for all Business Operations Sections, adjusting workloads as necessary.
- Oversee the intake and implementation of electronic building permit applications and in-person permit submissions across all relevant sections, including Building Engineering, and Plans Examination.
- Audit work processes, including permit applications, fee collections, and other Building Division functions, to ensure quality, compliance and efficiency. Coach and mentor all permanent, temporary, and co-op staff to support career development.
- Develop and implement procedures and training for customer service, file management, and building permit processes. Approve training for the Business Operations section as required.
- Responsible for the hiring process, including detailing the job descriptions, developing interview questions, resume selection, interviewing and hiring for new staff and staff promotion for the Permit Intake team, Building Division Assistant team, Document Management team.
- Approve staff absences, including vacation, flex time, and overtime, ensuring operational needs are met.
- Liaise with internal and external stakeholders to stay updated on legislative changes, recommending implementation strategies. Respond to inquiries and complaints from internal and external stakeholders, preparing reports as needed.
- Assumes responsibility for other supervisory roles within the Building Division as required.
- Assumes the responsibilities of the Manager, Business Operations in their absence.
- Resolves disputes between staff, contractors, builders, homeowners, and design professionals, acting as an intermediary when required.
- Interprets Building Division policies for internal and external stakeholders.
- Develop and update policies, procedures, and educational materials related to Building Division operations and administration.
- Prepare materials and presentation sessions (in-person and virtual) to assist the public with the building permit process and other educational initiatives.
- Represents the Building Division before Committees of Council, public meetings and affiliated technical committees.

- Conducts in-depth studies/investigations and prepares reports and recommendations for internal and external departments and for Council, which may involve sensitive, confidential information.
- Receives and answers inquiries from the public, staff, contractors, other departments, elected officials, lawyers, architects and engineers, and all other stakeholders related to Building Division operations.
- Address risk management concerns to minimize municipal liability.
- Maintain accurate and comprehensive records.
- Utilize data management and office software, including Microsoft Office, Geographic Information Systems, SharePoint, Building Division Permit Tracking software, and other document management tools.
- Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.
- Works 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.
- Performs other duties as assigned which are directly related to the major responsibilities of the job.

## **QUALIFICATIONS**

1. Community College or University graduate from an Architectural, Civil Engineering, Municipal Planning or Business Administration Program or a related field with progressive experience or equivalent related work experience with considerable relevant Municipal experience.
2. The successful candidate must possess the following Ministry qualifications within 1 year of hire date
  - General Legal/Process
  - House
  - Small Buildings
3. Additional Ministry qualifications in support of Building Code Identification Number (BCIN) and registrations with the Ministry is considered an asset.
4. The successful candidate must complete the Introduction to Permit Administration, Land Use Planning and Zoning Enforcement, and Building Officials & the Law course through the Ontario Building Officials Association within 6 months of hire date (or as soon as can be practically scheduled).
5. Thorough knowledge of policies and procedures of development and typical construction practices is an asset.
6. Practical experience in process improvement using Lean Six Sigma or similar methodology would be considered an asset.
7. Conflict resolution and mediation skills.
8. Excellent presentation and facilitation skills.

9. Must have a thorough knowledge of the rules and regulations under the Freedom of Information and Protections of Privacy Act (FIPPA) and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) specifically what information may be held or given within public-sector organizations in Ontario.
10. Must have a proficient knowledge of cash handling procedures and POS systems.
11. Ability to deal effectively with elected officials, representatives of other levels of government, senior management, peers, staff and the general public.
12. Demonstrated ability to act independently, with strong problem solving and decision-making skills.
13. Familiarity with the Development and Building Permit process would be an asset.
14. Must possess excellent written and verbal communication skills.

**SALARY:**

Salary Grade 7

**HOURS:**

35 per week

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**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

**Department** – Planning & Economic Development

**Employment Type** – Permanent, Full-Time

**Minimum Experience** – Supervisor

**Compensation** - \$112,492.38 - \$140,615.02