
CITIZENS FIRST THROUGH SERVICE EXCELLENCE

*We have an exciting Temporary Unionized opportunity in the **Building Standards Department** for an experienced and motivated individual.*

**Building Standards, Client Services Specialist
(FILE #J1125-0149)**

As one of Southern Ontario's fastest growing cities, with its mix of urban and rural areas, Vaughan is an in-demand place to live and work. Vaughan is considered one of Canada's most family friendly cities with a dynamic and diverse population of over 300,000. With one of the top performing economies, a growing tourism industry and an enviable portfolio of recreational and cultural venues, this is the place where you want to be.

Position Overview

The Building Standards, Client Services Specialist is responsible for high operational effectiveness to achieve and maintain a superior citizen experience. Requires handling and processing of sensitive information in a time bound and fast paced environment. Accountable for triaging, actioning, responding to and resolving citizen inquiries via telephone, email and in-person. Conducts research, liaises with both internal and external stakeholders to deliver accurate, efficient, and excellent service. The Building Standards, Client Services Specialist is also responsible for processing payment for Building Permits, Letter of Credits, Request for Information as well as other corporate transactions.

Required to participate initially in an extensive training program followed by on-going weekly training/coaching sessions. Required to keyboard and input data, have strong interpersonal and communication skills, both verbal and written. Works independently and in a team environment. Often required to multi-task while remaining adaptable to the changing needs of the business of the City of Vaughan.

Must deal courteously and effectively with the public, consultants, contractors, government agencies, staff, Council members and others while maintaining a high level of professionalism. The ability to recognize and resolve customer/client conflicts and mediate disputes must be strong, as well as knowledge of, and demonstrated ability in, the city's core competencies and relevant functional competencies. Client Service Specialists must possess a strong commitment to client/citizen satisfaction in order to consistently deliver excellence in service delivery.

Qualifications and Experience

- Three (3) year Community College Diploma in Business Administration, Marketing, Customer Service, or suitable equivalent of a combination of education and experience with a strong understanding of accounting principles and data analysis.
- Minimum of three (3) years' experience of administrative/customer service or other related front line customer service experience. Preferably in a municipal environment dealing with the public and building industry professionals.
- Highly proficient with commonly used computer software in an office environment. Excellent communication and organizational skills with ability to perform independently with minimal supervision and in a team environment.
- Proven keyboarding and data input skills.
- Knowledge and understanding of construction drawings (architectural, structural, mechanical, sprinkler, plumbing and septic) to accurately identify and provide customer service to all stakeholders.
- Excellent interpersonal and communication skills, both verbal and written.
- Demonstrated ability to multi-task while remaining adaptable to the changing needs of the business/City.
- Strong time management and organizational skills.

- Strong commitment to citizen satisfaction.
- Ability to deal courteously and effectively with the public, consultants, contractors, government agencies, staff, Council members and others.
- Ability to recognize and resolve customer conflicts and mediate disputes.
- Knowledge of, and demonstrated ability in, the city's core competencies and relevant functional competencies.
- Experience with AMANDA/Stratawise system is an asset.
- Experience with blueprint reading is an asset.

Working Conditions

- Standard office environment.
- Ability to work outside normal business hours as required and in accordance with the Collective Agreement.
- Ability to deal with difficult and confrontational clients.

If you are an energetic person who is interested in bringing your knowledge and passion for the City of Vaughan, **please apply on or before Thursday, November 27, 2025** at: [City of Vaughan - Building Standards, Client Services Specialist](#)

Please note that only candidates selected for interviews will be contacted.

The City of Vaughan is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The City of Vaughan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.