



RSM Building Consultants
www.rsmbuildingconsultants.com

About RSM Building Consultants

RSM Building Consultants is a trusted partner to municipalities across Ontario, providing expert building code consulting and Chief Building Official services. Our mission is to support safe, sustainable communities through collaboration, integrity, technical excellence and mentorship. We specialize in building department administration, plans examination, inspections, and enforcement, offering flexible solutions that help municipalities meet their regulatory responsibilities with confidence.

Permit Coordinator

JOB OVERVIEW

Organization and Department

The Permit Coordinator supports RSM Building Consultants' building department services by managing permit intake, coordinating the processing of complete applications, and serving as a key point of contact for applicants, inspectors, and municipal partners. This role plays an important part in keeping permit files moving, communication organized, and inspections coordinated across multiple municipalities.

Location and Hours

- We value flexible work arrangements that balance personal commitments and productivity. This is a fully remote position with the option of attending the office in Cambridge Ontario, as necessary to connect with the RSM team.
- This position is 5 days a week/ Monday to Friday/ 35 hours a week/ Full time.
- On occasion, irregular work may occur outside of daytime hours for scheduled training, meetings, or conference booths etc.

Hiring Manager/ Supervisor

Shawnee Kraemer, Administration and Inspection Services Manager

JOB SUMMARY

The Permit Coordinator plays a key role in supporting municipal building department operations by ensuring permit activity is organized, tracked, and communicated effectively. This position focuses on coordinating information, supporting inspectors and CBOs, and providing consistent, professional service to applicants, helping maintain clear records and reliable permit workflows across the municipalities RSM serves.

WORKING ENVIRONMENT

RSM Building Consultants operates in a collaborative professional services environment supporting municipalities across Ontario. The Permit Coordinator works closely with inspectors, CBOs, and administrative teams in a role that requires strong communication, organization, and consistency. This position involves regular interaction with applicants and internal staff while supporting structured, process-driven permit operations. You will be working in a supportive, team-oriented department where collaboration and mutual respect are central to achieving our goals. Success in this role also depends on strong technical proficiency, as daily responsibilities require comfort with digital permit systems, documentation management, and detailed administrative processes.

JOB RESPONSIBILITIES

Typical responsibilities in this position include:

- Receive and triage incoming phone calls and email inquiries, directing requests to the appropriate departments or staff.
- Provide customer service support for applicants with permit coordination and administrative questions.
- Dispatch and coordinate permit-related requests, inspections, and follow-ups.
- Assist with completing permit applications and support applicants through submission requirements, with training provided.
- Track and follow up on engineer drawings and documentation required by inspectors.
- Manage four-month deficiency follow-ups, maintain communication logs, and track outstanding items.
- Coordinate circulation requests and support permit issuance follow-up.
- Maintain inspector calendars and support on-site and virtual inspection scheduling.
- Manage CloudPermit messages, new file creation, and permit documentation within applicable systems.
- Provide administrative support to the CBO team, including file coordination and reporting.
- Support monthly reporting and tracking related to permit activity.
- Set and apply RSM administrative and CBO fees within municipal e-portal systems.
- Participate in regular check-in meetings to coordinate day-to-day permit processing tasks.
- Support mentoring and training activities within the permit coordination function.

- Assist with tracking and responding to building without permit situations in coordination with the CBO team.

SKILL REQUIREMENTS

Required:

- Experience in permit coordination, municipal administration, or a similar role is required.
- Strong organizational skills with the ability to manage multiple permit files and deadlines.
- Clear and professional written and verbal communication skills.
- Ability to provide calm, professional customer service in a public-facing role.
- Comfort working with digital permitting systems, calendars, and document management platforms, Microsoft Office and Bluebeam Revu.
- Strong attention to detail and ability to maintain accurate records and communication logs.
- Ability to prioritize tasks, follow processes, and escalate issues appropriately.
- Comfortable working collaboratively with inspectors, CBOs, and administrative teams.

Relevant Experience and Certifications:

- Previous experience in a permit office or municipal environment is required.
- Previous experience working with CloudPermit, or another permitting software is an asset.
- Post-secondary education in public administration, business administration, or a related field is an asset.
- Equivalent combinations of education and experience will be considered.
- Training and mentoring will be provided for technical aspects of permit processing.

COMPENSATION SUMMARY

- Hourly Wage \$30.00/hour (\$54,600/annually) to \$36.00/hour (\$65,520/annually) based on individual experience, a 35-hour work week, Monday to Friday.
- Benefits Package & Health Savings Account
- RRSP Program (under review)
- Continuing Education Annually
- Work from Home Location

HOW TO APPLY

Please email your cover letter and resume to:

info@rsmbuildingconsultants.com

by March 16, 2026

We thank all applicants for their interest.

Only those being considered for an interview will be contacted.