

**DEVELOPMENT SERVICES COORDINATOR**

RECRUITMENT 2026-DEV-13

The Town of Smiths Falls is a vibrant, progressive single-tier municipality with a population of 10,000. One of Eastern Ontario's most scenic communities, we are centrally located within an hour of Ottawa, Kingston, Brockville and the US Border. The Town provides high quality and affordable life for its residents and is nestled in between prime water frontage along the Rideau Canal – a UNESCO World Heritage site and has many beautiful heritage buildings and recreational facilities.

The Town of Smiths Falls is seeking an organized, highly motivated and customer-focused candidate to fill the vacant revised position of **Development Services Coordinator**. The Development Services Coordinator is the primary customer service contact for the Development Services department and responsible for providing administrative support to the Chief Building Official.

**Key Duties and Responsibilities:**

- Provide administrative support to the Chief Building Official including scheduling meetings and inspections, preparing reports and correspondence, coding invoices, logging and tracking permits.
- Provide excellent customer service as the primary contact for Planning and Building Inquires.
- Receive and conduct preliminary assessment of building and planning applications.
- Maintain the department's electronic records in accordance to the electronic management and permitting systems.
- Process and Issue Business Licences
- Create and maintain mapping system and databases.
- Maintain and update the department's webpage.
- Assist with departmental projects.

**Skills and Qualifications:**

- Post-Secondary diploma in Office Administration
- Minimum two (2) years prior related work experience, with experience in building and planning administration preferred.
- AMCT designation and/or related post-secondary education and BCIN Legal Course, considered an asset.
- Exceptional computer skills, particularly Microsoft Office 365 and GIS, considered an asset.
- Proven experience in records management and database entry.
- Highly motivated to work independently and in a team environment.

**Position Type:** Full-time, Permanent

**Hours of Work:** 35 hours per week (Monday to Friday; 8:30 a.m. to 4:30 p.m.)

**Location:** Onsite, Town Hall, 77 Beckwith St. North

**What we Offer:**

**Wages:** Band F (\$31.07/hr to \$36.12/hr)

**Benefits:** A comprehensive benefit package, wellness plan, employee assistance program and enrolment into the Ontario Municipal Employees Retirement System (OMERS)

**How to Apply:**

Qualified applicants are invited to submit their resume and cover letter quoting recruitment number 2026-DEV-13 by **Monday March 30, 2026 at 4:00 p.m.**, to Nadine Bennett, Human Resources Advisor, Town of Smiths Falls, P.O. Box 695, 77 Beckwith Street North, Smiths Falls, Ontario, K7A 4T6 or via email at [careers@smithsfalls.ca](mailto:careers@smithsfalls.ca)

It is preferred that emailed applications be submitted in one file preferable in MSWord or Adobe format.

*The Town of Smiths Falls is an equal opportunity employer, committed to ensuring all candidates are able to participate in the interview process fully and equally. If contacted for employment, please let us know if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. We thank all applicants for their interest and only those selected for an interview will be contacted.*

*Personal information collected from applications is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, and will be used to determine qualifications for employment. Questions about the collection of information should be directed to the Clerk at the address indicated above.*



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|------------------------|----------------------------------|
| <b>POSITION:</b>       | Development Services Coordinator |
| <b>DEPARTMENT:</b>     | Development Services             |
| <b>EMPLOYEE GROUP:</b> | Non-Union                        |
| <b>PAY GRID:</b>       | F                                |
| <b>SUPERVISOR:</b>     | Chief Building Official          |
| <b>REVISION DATE:</b>  | February, 2026                   |

**POSITION SUMMARY AND SCOPE:** The Development Services Coordinator is the primary contact for delivering front line customer service to the public and administering and processing development applications. Responsible for providing administrative support to the Chief Building Official in order to ensure effective and efficient operations of the Building Services division.

**DUTIES AND RESPONSIBILITIES:**

- Assistant to the Chief Building Official
  - Assist in the preparation of daily, monthly and annual building department reports.
  - Manage the maintenance of paper and electronic records, including digitization and filing in accordance with the Record Retention By-law
  - Assist in the preparation of files for permit issuance
  - Code and track invoices for processing by Accounts Payable
  - Support the work of Building Services through conducting research preparing correspondence, scheduling inspections, arranging meetings, logging permits and tracking permit status and details.
- Act as the primary point of contact for inquiries relating to clients seeking planning and building information.
- Assist clients in their understanding of the building and planning application processes and standard requirements.
- Receive and conduct preliminary assessment of building and planning applications for completeness and compliance with applicable law.
- Create application working files, and records information within the appropriate electronic records management and permitting systems.
- Assist building and planning staff with the routine processing of applications, including contacting applicants to request additional information and coordination of internal processes.
- Review, monitor and recommend appropriate changes to processes, policies and procedures for continued improvement.
- Process and issue business licenses as the Business Licensing Officer
- Create and maintain maps, datasets and special data in GIS software to support municipal operations.

- Maintain and update the Department's webpages, as required.
- Assist with departmental projects and tasks as required.
- Pre-screens planning and building information and records as required to respond to lawyer's requests for zoning and building/work compliance letters and real estate sheets. Other duties as assigned.

**EDUCATIONAL REQUIREMENTS AND EXPERIENCE:**

- Post-Secondary diploma in Office Administration
- Minimum two (2) years prior related work experience, with experience in building and planning administration preferred.
- AMCT designation and/or related post-secondary education and BCIN Legal Course, considered an asset.
- Exceptional computer skills, particularly Microsoft Office 365 and GIS, considered an asset.
- Proven experience in records management and database entry.

**SKILLS AND COMPETENCIES:**

- Proven ability in handling sensitive, confidential information.
- Ability to multi-task and prioritize independently.
- Familiarity with the Ontario Building Code Act and Ontario Planning Act is considered an asset.
- Strong customer service/public relations and communication skills
- Computer literacy and keyboarding skills.
- Must be highly motivated to work both independently and in a team environment.

**WORKING CONDITIONS: Onsite, Town Hall**

This position will be scheduled to work 35 regular hours/week in an office environment. On occasion some after hour work may be required to complete special projects or requests. Any work to be completed in addition to the regular work week must adhere to the provisions included in the Employment By-law.

**SAFETY:**

All employees must follow the Town's Health and Safety Policy and comply with the Occupational Health and Safety Act.

**WORKING RELATIONSHIPS:**

|                 |   |
|-----------------|---|
| <b>INTERNAL</b> | Department Heads, Chief Building Official, Manager, Support Staff |
| <b>EXTERNAL</b> | General Public, Contractors and Stakeholders                      |