

Position: Coordinator, Development Services
Category: Permanent Full-time, 35 hours a week
Salary: Pay Band 9, \$32.64 to \$38.19/hour

Applications are now being accepted for the vacant, permanent full-time position of Coordinator, Development Services.

Deadline for applications: Friday, July 3, 2026, at 4:00 PM

ABOUT THE MUNICIPALITY OF WEST GREY

With a population of over 13,500 the Municipality of West Grey is the largest geographic municipality in Grey County (876 square kilometres), with the River Styx and Rocky Saugeen, Beatty Saugeen and South Saugeen Rivers being the connecting links between our rural communities of Elmwood, Durham, Neustadt and Aytton.

The Municipality delivers key services to our fast-growing population including: two water systems; three landfill sites; three library branches; several community centres, arenas and parks; three fire stations; West Grey Police Services; 114 bridges; 700+ kilometres of roads and 23+ kilometres of sidewalks.

JOB OVERVIEW

Reporting to the Director of Development and Community Services, the Development Services Coordinator is responsible for the administration, coordination and continuous improvement of the Municipality's development services processes. The position plays a critical role in ensuring the effective delivery of building permit and development application services through the application of applicable legislation, municipal by-laws, policies and procedures.

The Coordinator acts as a key resource for the public, developers, contractors, consultants, external agencies and internal departments by providing guidance on municipal development requirements, coordinating application reviews, maintaining the integrity of development records and supporting the timely progression of applications through the municipal approval process.

The Coordinator provides the administration of development services processes, ensuring consistent application of procedures, effective coordination between stakeholders, and the accurate management of development information. The position contributes to departmental initiatives aimed at improving efficiency, service standards and overall customer experience.

JOB DETAILS

- Acts as the primary resource for the public, contractors, consultants, developers and internal departments regarding building permits, planning applications, municipal requirements, applicable legislation and development processes, ensuring a high standard of customer service.

- Administers the complete building permit application process, including intake, review for completeness, interpretation of applicable zoning and regulatory requirements, coordination of internal and external circulation, communication of deficiencies and ongoing monitoring of application and permit status.
- Coordinates and oversees the administrative management of active and inactive permits, including permit tracking, inspection scheduling, follow-up on outstanding requirements, permit closure and the implementation of improved processes to enhance efficiency, accountability and service delivery.
- Coordinates development application circulation with municipal departments, Conservation Authorities, provincial ministries and other external agencies to ensure timely review and progression through the approval process.
- Researches and prepares correspondence, compliance letters, property information requests, reports and supporting documentation related to building, zoning and development matters.
- Administers Development Services records and software systems, including Cloudpermit, iCity, Laserfiche and related technologies, ensuring the integrity, accuracy and legislative compliance of digital records, reporting requirements and departmental information.
- Administers financial processes related to Development Services, including permit payments, daily deposits, Development Charges, invoicing, reconciliation support and financial reporting in coordination with the Finance Department.
- Prepares operational, statistical and legislative reports for internal use and external agencies, including Statistics Canada, MPAC and Tarion, and provides data to support departmental planning and decision-making.
- Leads and supports continuous improvement initiatives related to administrative procedures, digital workflows, customer service standards and the efficient delivery of development services.
- Provides operational support to the Director of Development and Community Services through research, special projects, policy implementation and other departmental initiatives, while providing backup support for corporate customer service operations as required.
- Maintains current knowledge of applicable legislation, municipal policies, regulations, software systems and best practices related to development services.
- Performs other related duties and special projects as assigned.

KNOWLEDGE, TRAINING AND QUALIFICATIONS

- Post-secondary education in Office Administration, Legal or Building related discipline.
- Building Code Identification Number certifications with the Ministry of Municipal Affairs and Housing would be considered an asset.
- Experience with Cloudpermit, Vadim (iCity), TOMRMS, Laserfiche, or other municipal software would be considered an asset.
- Knowledge of building and planning by-laws, and related legislation as they apply to the municipality.
- Basic knowledge of Building Code Act and the Ontario Building Code.

- Planning courses or work experience in planning would be considered an asset.
- Three to five years of experience working in a municipal office.
- Excellent written and computer skills.
- Strong communication skills and ability to deal effectively with the public.
- Experience with customer service.
- Ability to work effectively as part of a team.
- Ability to multi-task and set priorities to meet deadlines and legislated timelines.

WORKING CONDITIONS

This position is based in a climate-controlled office environment, with regular work hours being Monday to Friday. Frequent computer work with a need for visual and mental concentration is required. This role requires interaction with the public and the incumbent should be prepared to deal with occasional stressful encounters.

EQUAL OPPORTUNITY EMPLOYER

The Corporation of the Municipality of West Grey is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, Aboriginal status, or any other legally protected factors. Disability-related accommodations are available on request for candidates taking part in all aspects of the selection process.

HOW TO APPLY

Interested individuals having these qualifications are encouraged to email a cover letter and resume to: hr@westgrey.com

We thank all applicants who apply, however, only those considered for an interview will be contacted. It is the policy of the Municipality that all persons considered for employment are required to provide the Municipality with a criminal record check by the police force responsible for the jurisdiction of their residence. The Municipality of West Grey is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, West Grey will provide accommodations to all applicants with disabilities throughout the recruitment, selection and/or assessment process. Personal information contained in applications will be used for recruitment purposes and collected as per the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56.