



The Corporation of the Town of Midland

invites applications for the position of

Coordinator, Building Services

(permanent full-time, 35 hours per week)

Join our innovative team of collaborators who are passionate about providing exceptional municipal services to our community. We strive to help our employees reach their professional goals through rewarding projects, collaborative team environments, and professional development. The Town of Midland is committed to increasing overall employee health and wellness and we are dedicated to supporting flexibility and providing employees with a better work-life balance.

We Offer:

 Work-life Balance & Flexibility	 OMERS Pension	 Perks & Discounts	 Paid Time Off	 Wellness	 Extended Health Benefits
	 Supporting our Community	 Personal & Professional Development	 Fun & Fostering Environment		

The Opportunity

As part of the Building Services team, this position provides general office administration services and customer service support for the Building Services department, including but not limited to, processing of building permit applications, booking inspections and meetings, preparing reports, and filing.

What you will do:

- Provide front-line customer service, advising customers on permit requirements, processes, timelines, and regulations.
- Coordinate the schedules of the Building Services staff, including booking inspections and scheduling meetings.
- Prepare staff reports, notices, and data.
- Enter, review, and process building permit applications and apply permit fees.

What you will need:

- Post-secondary diploma or certification in Administration or related field.
- A minimum of two (2) years of progressive experience in an administrative and customer service role, preferably within a municipal environment.
- Strong computer skills with proficiency in Microsoft Office (Word, Excel, Outlook) and database systems.

Please see the attached job description for further details. The Town is a scent sensitive workplace. We kindly ask all applicants to refrain from using scented products should they have the occasion to interview with the Town. The successful candidate will be required to complete a Criminal Record Check, in accordance with the duties of this position.

This IBEW Local 636 union position is an existing vacancy and offers competitive total compensation including hiring hourly wage rate of \$25.54, 35 hours per week, OMERS pension, 8 paid sick days and 18 discretionary paid days per year. Per the Collective Agreement, IBEW members have first consideration.

Application: If you are interested in this opportunity, apply directly through our ADP Applicant Tracking System (ATS). Instructions on how to apply to this opportunity (or other postings) can be found on our [website](#). No phone calls please.

This posting closes on Thursday, July 23, 2026 @ 11:59 p.m.

We thank all applicants for their interest. However, only those being considered for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act and will only be used for candidate selection.

The Town of Midland may utilize automated screening tools (i.e. questionnaires) to highlight candidates' qualifications; however, the Town does not use artificial intelligence (AI) to screen, assess, or select applicants.

As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. We encourage applications from Indigenous peoples, racialized people, persons with disabilities, and those who identify as LGBTQ2S+.

The Town of Midland is committed to providing accommodation based on any human rights protected grounds and in accordance with the AODA, throughout the recruitment and selection process. If you require accommodation, please notify us when contacted for an interview and we will work with you to meet your needs.



Town of Midland - Job Description

Position Title: Coordinator, Building Services
Department: Community and Growth – Building Services
Reports To: Manager, Building Services/Chief Building Official

Position Summary

Reporting to the Manager, Building Services/Chief Building Official, the Coordinator, Building Services, provides general office administration services to the Building Services department. The role involves the processing of building permit applications, booking inspections and meetings, preparing monthly and annual reports, responding to general inquiries, tracking building applications, maintaining the filing system, and implementing updates for the online permit system (Cloudpermit). The Coordinator provides administrative and customer service support and ensures customer inquiries are addressed or directed to the appropriate person or work area.

Duties & Responsibilities

Customer Service and Administrative Support

- Provide front-line customer service as the primary point of contact for the Building Services Department, responding to inquiries in person, by phone, and electronically, including support for Cloudpermit.
- Advise customers on permit requirements, processes, timelines, and applicable regulations; address complaints and direct complex inquiries as appropriate.
- Coordinate the schedules of the Building Services staff, including arranging and booking inspection requests and scheduling meetings requested by members of the public.
- Coordinate building permit applications by preparing files, entering and tracking inspection details, and communicating with inspectors and applicants.
- Liaise with Building, Planning, Engineering, and external partners to support application reviews and resolve inquiries.
- Provide administrative support within the Community and Growth Services Team, including the preparation of staff reports, regulated notices, by-laws, memos, correspondence, and other departmental documentation as required.
- Provide back-up administrative support to the Planning Services Department when required.

Permit Processing and Financial Administration

- Enter, review, and process building permit applications in Cloudpermit, including assisting applicants and ensuring submissions are complete.
- Circulate applications for internal and external review, track status, and request additional information as required.
- Apply, reconcile, and adjust permit fees, generate billing, and coordinate with Finance on payments and general ledger allocations.
- Maintain and update the Cloudpermit system information, including building permit fees, development charges, forms, calendars, and other related data to ensure accuracy and compliance.
- Ensure all building permit fees, development charges, lot levies, and other administrative fees are collected prior to the issuance of permits.
- Administer Building Services Department invoicing, including invoice coding and supply ordering

Reporting and Records Management

- Prepare staff reports, notices, and statistical data to support legislative requirements, financial reporting for budget, and reporting to external agencies. Prepare monthly activity reports and ad hoc reports for Council, external agencies, and internal departments on a variety of matters, including statistical data related to building permit activity and construction value reporting. Maintain monthly and annual records of permit issuance, development activity, and associated metrics.
- Maintain building and septic records, including filing, retrieval, archiving, and records retention compliance.
- Monitor and follow up on open permits, coordinate file closures, and process applicable refunds.
- Conduct Municipal Record Searches, septic searches, and support Freedom of Information requests.
- Prepare correspondence such as compliance letters and stop work orders, and provide general administrative and financial support.

Team Member

- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect.
- Uphold the Town's values of integrity, accountability, empowerment, purposefulness, and service excellence.
- Act as an Ambassador throughout the community, positively representing the Town.
- Abide by the policies and procedures of the Town.
- Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
- Perform other duties as assigned to meet the overall goals and objectives of the Town.
- Build and maintain knowledge and expertise in relevant fields.

Qualifications and Requirements

- Post-secondary diploma or certification in Administration or related field.
- A minimum of two (2) years of progressive experience in an administrative and customer service role, preferably within a municipal environment.
- Experience with building permit processes and related legislation is considered an asset.
- Experience using permit management systems such as Cloudpermit, and financial/records systems is preferred.
- Working knowledge of building permit processes, municipal operations, and applicable legislation (e.g., Ontario Building Code, Planning Act) is an asset.
- Strong customer service, communication, and interpersonal skills with the ability to explain processes clearly and manage sensitive or complex interactions.
- Excellent organizational, time management, and problem-solving skills with the ability to manage multiple priorities in a high-volume environment.
- High attention to detail and accuracy, particularly in data entry, financial processing, and records management.
- Ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Ability to work independently and collaboratively in a team environment.
- Strong computer skills with proficiency in Microsoft Office (Word, Excel, Outlook) and database systems.

Effort/Physical Demands

- Physical demand requires standing, sitting, and walking.

- Visual attention for detailed computer work, for health and safety compliance and personal safety while on the job.

Working Conditions

- Normal work week is 35 hours with one-hour unpaid lunch.
- Normal office working environment.