

**PLANNING OFFICE ASSISTANT**

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**EXEMPT (Y/N):** No

**SALARY LEVEL:** Grid 1, Band 9

**LOCATION:** Main Office

**APPROVED BY:** Mgr. Planning & Development

**DIVISION:** Planning & Development Services

**DEPARTMENT:** Planning & Development Services

**SUPERVISOR:** Manager, Planning and Development

**DATE:** Nov 2020

*Replaces: Planning Office Assistant*

*DATE: March 2018*

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**SUMMARY:** Reporting to the Manager, Planning and Development provides clerical and administrative support for the complete work program of the Planning and Development Division, to ensure delivery of service meets the expectations of internal and external customers.

**KEY RESPONSIBILITIES:** *include the following:*

1. To co-ordinate meetings, prepare and distribute agenda packages and minutes for the Planning and Community Development Committee, advisory committees, and public hearings.
2. To follow up on Board motions and directives.
3. To provide departmental office support to the Manager and other Planning staff, including preparation of correspondence and reports related to Zoning and Official Community Plan Bylaw Amendments, Permits, and Land Title Documents.
4. To maintain filing system and divisional statistical reports on a variety of Planning applications and issues.
5. To provide assistance for Public Hearings, workshops, open houses and public participation events.
6. To respond to service enquiries from the general public, service providers, local government representatives, clerical support for advisory and community groups and other agencies.
7. To comply with, and promote, safe work practices and procedures in order to effect a safe and healthy work environment.

**TYPICAL ACTIVITIES:** *include the following, other activities may be assigned:*

1. Drafts agendas and assembles supporting information for review by various members of the division: compiles and distributes agenda packages for various committee meetings, and other public participation events.
2. Prepares accurate minutes by summarizing recommendations, discussions and comments of meeting participants: distributes minutes within established time frames.
3. Maintains electronic and manual files and records; refers relevant information to Public Agencies.

4. Ensures that required advertisements are accurate and placed in the required time; prepares notification lists and related correspondence; drafts correspondence incorporating Committee recommendations and Board resolutions; and drafts advertisements for public hearings and other meetings.
5. Initiates, drafts, formats and proof-reads routine correspondence: completes reports, forms and other related documentation for finalisation by the Manager or Planning Staff.
6. Provides basic preliminary information or routes public / agency requests to appropriate Division staff. In providing basic planning information, responds to inquiries from the public, provincial agencies and other Departments with information related to the status of agenda items, bylaws, plans, permits, Regional District statistics, etc.
7. Reviews and edits template covenants and public hearing notices for completeness and accuracy, obtains signatures, notifies property owners and places notice on title.
8. Sets up and maintains departmental template and filing systems.
9. Prepares required background information, facility rental, and handles inquiries and liaises with participants on organizational matters related to public participation events.
10. Other related duties as assigned.

**DECISION MAKING AUTHORITY:** *Decisions that are made in carrying out the typical duties of the job without referring to the Manager.*

- Exercising discretion in handling enquiries; determining how to refer calls.
- Formatting and drafting new documents.
- Managing own workload and prioritizing tasks appropriately.

**QUALIFICATION REQUIREMENTS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum qualifications required.*

#### **FORMAL EDUCATION**

- Completion of Grade twelve (12) or equivalent.
- Completion of an applicable one (1) year post-secondary program at an accredited post-secondary institution; such as an Applied Business Technology, Administrative Assistant, or Office Assistant program.

#### **EXPERIENCE**

- Minimum one (1) year related office experience including providing customer service and formal minute taking; preferably in a municipal setting.
- Equivalent combination of experience and education will be considered.

#### **OTHER SKILLS/KNOWLEDGE**

- Proficient in Microsoft Office Word, Excel and Outlook.
- Proficient in Adobe Acrobat Standard or Pro.
- Typing Speed minimum 50 wpm.

- Ability to communicate effectively, orally and in writing, including ability to accurately draft, format and proofread documents including minutes, correspondence and a variety of reports.
- Ability to record and draft minutes i.e. ability to comprehend, synthesize and summarize discussions and recommendations.
- Ability to work within deadlines, handle multiple tasks and successfully meet operational challenges.
- Ability to communicate effectively with staff, Board members and the public, maintaining a strong customer focus and an ability to defuse confrontational situations.
- Ability to work accurately and handle details that frequently change.
- Ability to work effectively as a member of a team.
- Demonstrates a high degree of tact, diplomacy and discretion.
- Ability to perform basic mathematical calculations.

#### **MEASUREMENT DATA**

- Exercises tact and diplomacy in dealing with other staff members, the public and others; works effectively as a member of the Planning & Development team; public assisted effectively and efficiently; good problem solving skills used.
- All correspondence, invoices, applications and related material completed daily or as needed.
- Agenda packages and minutes prepared and distributed according to schedule.
- Written communication must reflect strong writing skills (grammatically correct, good sentence structure, no spelling errors, etc.).
- Extreme accuracy in data entry and completes data entry in a timely manner.
- All records and documents are maintained and disposed of in keeping with SCRD standards for confidentiality and FOIPPA requirements.

#### **SUPERVISORY RESPONSIBILITIES**

- None

#### **ADDITIONAL INFORMATION**

- May be required to attend occasional evening and weekend meetings.
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.