

Administrative Assistant II

Economic Development, Marketing, and Communications Service
(Land Use Planning Department)

POSITION PERIOD

Full Time, Permanent (37.5 hours/week)

POSITION SUMMARY

Under the primary direction of the department coordinator, he/she provides administrative support to the land use team. He/she provides excellent customer service and ensures that all necessary documents/information are prepared and provided to the department coordinator and manager.

SKILLS AND QUALIFICATIONS

- Hold a certification in office administration, secretarial studies, or have significant experience in a similar position;
- Experience working in the municipal sector (an asset);
- Good knowledge of municipal bylaws (an asset);
- Fully bilingual in both official languages, spoken and written;
- Comfortable with written communication;
- Strong customer service mindset and ease in responding to various citizen inquiries;
- Professional, courteous, and discreet;
- Ability to work as part of a team.

ROLES AND RESPONSIBILITIES

- Assists the coordinator and the use of land team with research, correspondence, and confidential communication as well as financial matters, including staff-related documents.
- Provides effective and courteous interpersonal relations and liaison with municipal staff, consultants, contractors, agencies, community groups, committee members, and members of the public in person or by phone.
- Delivers a wide range of administrative and secretarial services, including the preparation and distribution of memos, notices, bulletins, plans, reports, letters, orders, agreements, taking meeting minutes, reviewing notices and reports, organizing (paper and electronic) filing systems, database management, financial administration, and other office tasks related to the administration of the department.
- Maintains databases, records management, and tracking systems for permits/development, and logs data specific to various permits and planning applications (building, demolition, signage, plumbing, relocation, zoning, subdivision, site plans, etc.).
- Compiles construction information for monthly and annual tracking (various reports, construction permit summaries) and prepares reports for Council and agencies.

- Accepts and codes payments and maintains accurate records of development fee submissions for internal use.
- Provides the public with information on various departmental bylaws and procedures, including signage, zoning, property standards, pools, and fences.
- Receives bylaw complaints (zoning and property standards) and researches relevant information (regulations, property owners, procedures, etc.).
- Prepares and updates booklets, bulletins, and other communication materials related to planning and building.
- Works closely with the person responsible for maintaining of Grand Falls municipal website, ensuring that agendas, minutes, notices, and all relevant information are kept up to date and aligned with current issues.
- Responds to written or verbal requests for information from the public.
- Handles financial transactions and other documents related to various departmental functions, including funds received for permits, development applications, zoning applications, balances and deposits, invoice coding, development fees, and other sources.
- Provides administrative support for the circulation process within the Land Use Services department, including receiving development applications, setting up files, preparing and distributing memos, plans, and related documents, compiling comments, corresponding with applicants and staff, and other administrative functions as needed by the Land Use Services team.
- Receives, analyzes, and distributes citizen complaints submitted through the computer data system to the appropriate departments (managers/coordinators).

Planning :

- Acts as secretary and receptionist.
- Handles Notices of Hearing, including address research, compiling mailing lists and labels, and coordinating distribution.
- Attends meetings and takes minutes for the Planning Advisory Committees (PAC).
- Prepares and distributes agendas, reports, minutes, and decisions.
- Attends committee meetings.
- Stamps and signs transfer deeds.
- Compiles and distributes documentation required under the Community Planning Act.

Other responsibilities :

- Exchanges information and liaises with municipal staff, council members, agencies, committees, community groups, and the public regarding various construction and planning matters.
- Photocopies and scans relevant documents.
- Maintains and restocks office supplies.
- Conducts general research and gathers information, including confidential materials.
- Performs other related duties as assigned by the service coordinator.

Caution: The above statements reflect the characteristic elements of the identified job and are intended to describe the general nature and level of work performed and should not be construed as an exhaustive enumeration of all inherent occupational responsibilities, duties, abilities, and requirements. All staff members may, from time to time, be required to perform tasks outside the scope of their normal responsibilities, as required.