

Permit Clerk – Administrative Level 5

Development Services – Planning & Building

Competition #91

Please apply with a Cover Letter and Resume online at <https://jobbank.brandon.ca/>

Position Conditions: This permanent, full-time position (36.25 hours per week) will be offered in accordance with conditions identified in the Collective Agreement between the City of Brandon and CUPE Local 69.

Rate of Pay: \$26.67 - \$27.77 per hour. (2023 Rates)

Closing Date: 11:59 Pm on April 30, 2025

This competition will include testing and an interview.

PURPOSE OF POSITION

The Permit Clerk is responsible for communicating the requirements and processes that each permit and application type requires. This position provides exceptional customer service while adhering to the regulatory requirements of legislation, by-laws, and policies administered by the Division. The Permit Clerk performs a variety of administrative, financial and clerical duties in support of the Development Services Division including handling public inquiries and concerns.

TYPICAL DUTIES AND RESPONSIBILITIES

- Manages customer enquiries made by phone, in person or in writing including but not limited to complaints, Development Services enquiries, permit and application enquiries in a courteous and expedient manner;
- Assists customers to understand and complete various application forms including knowledge of supporting submittal document requirements;
- Initiates and circulates permits and prepares permits for issuance including verification that all required sign-offs are in place for all City departments connected to the permit;
- Maintains accurate permit records;
- Communicates to both staff and customers what, when, and how departmental fees are assessed and collected;
- Ensures the appropriate fees are charged and collected for all City departments connected to the permit;
- Provides cashier functions with a high level of accuracy;
- Ensures strict compliance with City policies and departmental standard operating procedures;
- Recommends process improvements and identifies when processes are not being followed;
- Performs the administrative functions of the department such as word processing, records management, mail, registered mail tracking, building plans distribution and filing;
- Maintains all office electronic and paper filing systems including, but not limited to, real estate files, building plans, etc.;
- Prepares land use application form letters, notices, and other supporting documents;

- Inputs and tracks all permit and development application information using the CityView software package (System Expert level);
- Assists other staff in understanding and working within the CityView software system;
- Other duties as assigned.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

MANDATORY QUALIFICATIONS & EXPERIENCE

- Grade 12, G.E.D, C.A.E.C, or Mature High School Diploma;
- Post-secondary certification in office or business administration;
- Minimum three (3) years' experience in a computerized office environment in an administrative position to demonstrate competence in related tasks;
- Proficient use of computer equipment, Microsoft Office Suite and skilled in fundamental computer operations;
- Completion of CityView modules (Desktop – All modules, Product Guides – CityView Mobile, CityView Portal, Cashiering and Webinars via LMS – Learning Management System) after one (1) year in the position and completed within two (2) years of starting course work. Requirement for Level 5 compensation.

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but to provide the candidates with an understanding of the level of expertise required in this position.

PREFERRED QUALIFICATIONS & EXPERIENCE

- Previous experience in the accounting or legal field.

WORK CONDITIONS

The Permit Clerk position works independently and as part of a team providing support to a variety of people.

- Wide variety of tasks requiring ability to manage multiple unrelated projects and make independent decisions (daily);
- Self motivated and quality driven to perform independent projects (daily);
- Responsible to the Development Services Coordinator;
- Overtime may be required.

Please contact HR@brandon.ca for a complete job description

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!