



Administration Technician **Development & Bylaw** **Services**



Employer: Village of Cumberland

Location: Cumberland, BC, Canada

Type: Permanent Part Time

Hours Per Week: 21 hours per week

Reporting To: Manager of Permits, Licensing and Bylaw

Position Type: CUPE Local 556

Salary: \$31.30 per hour (2024)

Are you an organized and detail-oriented professional who enjoys providing exceptional customer service? Do you thrive in a dynamic environment where you can support building, planning and bylaw services that help shape the community? Join the Village of Cumberland as an **Administration Technician – Development and Bylaw Services**, where you will play a key role in providing administrative support for building inspection, planning, permitting, business licensing, and bylaw compliance. This position offers the opportunity to work in a fast-paced setting, assisting the public and staff while ensuring efficient coordination of services.

About The Role:

Reporting to the Manager of Permits, Licensing and Bylaw Services, this position provides administrative and clerical support to the Development and Bylaw Services department.

Key responsibilities include:

- Processing building permit, subdivision, and development applications, including reviewing submissions, receiving payments, and maintaining records.
- Assisting with bylaw compliance by managing complaints, maintaining databases, and tracking property information.
- Providing information to the public and staff regarding building permits, inspections, and development processes.

What we Offer

- A collaborative and supportive work environment that values work-life balance.
- Opportunities for professional growth and impactful contributions to the community.
- A chance to make a positive difference in a vibrant and engaged community.



About Cumberland

Nestled in the mountains of the beautiful Comox Valley on Vancouver Island, the Village of Cumberland offers a unique blend of natural beauty, cultural richness, and outdoor adventure. The Village is a progressive municipality known for its proximity to outstanding outdoor recreation, a thriving food and beverage scene, and world class arts and music. The community boasts an internationally recognized trail network, lakes, streams, and a mature rainforest. Saltwater beaches and Mount Washington Alpine Resort are just a short drive away.

Qualifications

The ideal candidate will possess:

- A diploma in local government, public administration, or a related field.
- At least two years of experience in a corporate administration environment, preferably in local government.
- Strong computer skills, including proficiency in Microsoft Office, Adobe Acrobat, and records management systems.
- Excellent customer service and administrative experience, with the ability to manage inquiries and process applications accurately.
- Knowledge of municipal regulations related to subdivision, development, building permits, and inspections.

Preference will be given to those individuals who possess additional training and skills with the following:

- a general knowledge of the construction industry.
- experience reviewing building plans.

Licensing and Assessment Criteria

- Class 5 driver's license
- Criminal record check

How to Apply

Please submit your resume and cover letter to hr@cumberland.ca by 4:00 pm February 21, 2025.





JOB DESCRIPTION

Administration Technician-Development and Bylaw Services

Job Title: Administration Technician- Development and Bylaw Services	Department: Development and Bylaw Services	Supervisor's Title: Manager of Permits, Licensing and Bylaw Services
Classification: Part-time Permanent Union		Date: January 2025

POSITION SUMMARY

The Administration Technician-Development and Bylaw Services is primarily responsible for providing coordination, administrative and clerical support to the Development and Bylaw Services department including building inspection, subdivision, planning, permitting, business licensing, and bylaw compliance.

The position responds to public inquiries and provides courteous and friendly customer service with diplomacy and tact. Conflict resolution skills are an asset. The position requires analytical, problem-solving, and communication skills, both verbal and written. The position requires independence of judgment and initiative in organizing work routines, information tracking, handling technical work problems and performing other duties.

CORE COMPETENCIES REQUIRED FOR THIS ROLE

- Highly organized with a high degree of attention to detail
- Ability to multi-task
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Efficient
- Team-oriented worker
- Ability to maintain a high level of accuracy
- Strong computer knowledge

KEY RESPONSIBILITIES

Below is a partial list of Key Responsibilities:

The Administration Technician-Development and Bylaw Services under the direct supervision of the Manager of Permits, Licensing and Bylaw Services, is to perform the activities necessary to provide high-quality internal and external customer service and administrative duties.

- Administers the processing of building permit, subdivision and development applications by receiving and reviewing applications for completeness, preparing cash slips and receiving payment, logging receipts and preparing files and other relevant documentation.
- Provides administrative support to Bylaw Compliance including but not limited to taking complaints and maintaining databases.
- Provides information to the public and staff relating to building permit and inspection, subdivision and development application processes and services.
- Maintains the property file database, monitors and tracks expiry dates in the building, subdivision and development processes, responds to property information requests, and coordinates BC Assessment requests for property information.
- Liaises with corporate records administrator on retention, storage and disposal of land administration, bylaw, permitting and licensing information.
- Retrieves land title information, submits and files land title registrations with the provincial Land Title Office.
- Maintains statistical databases and prepares regular reports.
- Provides general administrative assistance and support to Development and Bylaw Services staff and prepares public information material in collaboration with Development and Bylaw Services staff.
- Compiles, prepares and distributes agendas, meeting notices, and supporting information for public hearings, meetings of committees and commissions, and acts as a recording secretary as required.
- Prepares facilities for meetings and public events.
- Coordinates meeting schedules, meeting preparation, and travel arrangements.
- Prepares both routine and more complex correspondence, spreadsheets, forms and other documents; drafts written correspondence and speaking notes as assigned, for the approval of the Director of Development and Bylaw Service and the Manager of Permits, Licensing and Bylaw Services and others, including communications resulting from Council meetings; and reviews and proofreads outgoing documents, and correspondence to ensure accuracy.
- Liaises with the Communications Coordinator and Corporate Officer to assist in determining pertinent information for posting to the Village's website and maintains, updates and assists with development and posting web content for assigned sections of the municipal website.

- Prepares, reviews, and coordinates advertising and distribution of public meeting notices, statutory notices, and other advertising through newspaper, radio, mail, email or delivery, and on the municipal website.
- Undertakes projects and research relating to Development and Bylaw Services, as required.
- Provides reception and cash receipting relief as required.
- Performs filing and other related duties as required.

GENERAL DEPARTMENT RESPONSIBILITIES

- Ensures compliance with all Village policies, bylaws, agreements, contracts, and external regulations.
- Provides input on modifications or improvements to policies, procedures, and practices to improve the functioning of the Department; and provides input to written work procedures as required.
- Carries out safe work practices and adheres to safety and other work-related regulations; reports unsafe and/or insecure situations that may arise from time to time; and implements emergency procedures as directed.

QUALIFICATION REQUIREMENTS

We may consider a combination of experience and education for an individual that is demonstrating a sincere effort to complete a relevant post-secondary program.

Education:

- Completion of a post-secondary local government or public administration diploma, or related discipline from a recognized educational institution with an emphasis on English language, writing or communications.
- Grade 12 or equivalent.

Experience:

- Minimum two years experience in a corporate administration environment, including building and development, preferably in local government.

REQUIRED LICENCES, CERTIFICATES, AND ASSOCIATION MEMBERSHIPS:

- Valid British Columbia Class 5 Drivers License.
- Current criminal record clearance

The Ideal Candidate will have:

- A high degree of computer literacy and an aptitude for working with a variety of different software packages and systems, including Microsoft Office, Adobe Acrobat, WordPress, records management, webcasting or video software, and the ability to adapt to a rapidly changing technological environment.
- Working knowledge and ability to interpret legislation related to municipal operations and services including subdivision, development, and building regulation, permitting and inspections.
- Experience and knowledge in excellent customer service and office procedures.
- Ability to analyze and interpret written documents; and have strong writing skills to communicate effectively using business and promotional writing styles.
- Strong analytical and planning skills.
- Strong interpersonal, communication, organizational and time management skills.
- Undertake work of a confidential nature and maintain a high level of confidentiality related to those matters.
- Ability to deal in a courteous and tactful manner with members of the public, elected officials, a wide variety of internal customers and other government agencies.
- Ability to work both independently and unsupervised and as a member of a team.
- Ability to multi-task and effectively manage deadlines.
- Ability to process all duties within the time allotted with a high level of accuracy.

Preference will be given to those individuals who possess additional training and skills with the following:

- a general knowledge of the construction industry; and,
- experience reviewing building plans.

POSITION SALARY

The wage for this position is per Schedule A of the agreement between CUPE Local 556 and The Corporation of the Village of Cumberland.