

<i>TOWN OF STRATFORD - JOB DESCRIPTION</i>			
POSITION:	Planning Clerk Permanent Part-time – 36 weeks	JOB NUMBER:	No. 6
SALARY RANGE:	Level 4, 37.5 hours per week	ESTABLISHED:	January 1997
RESPONSIBLE TO:	Director of Planning, Development and Heritage	REVISED:	October 2020

JOB SUMMARY

- The Planning Clerk assists the department director in the administrative operations of the Planning Department, and provides clerical support for associated committees; as well as, assists clients, manages and reviews development permit applications ensuring accurate records are kept.

MAJOR RESPONSIBILITIES

- To provide administrative support; including, typing and word processing, correspondence management, meeting package preparation, summary reports, and minute records, for the Planning, Development and Heritage Department and related Committees and Subcommittees, as well as, attend associated meetings;
- To maintain filing and information systems; including, the Zoning and Development Bylaw registry for the Town;
- To manage, process, and collect revenue from development permit applications in preparation for review and approval;
- To accept and collect revenue from entrance way applications on behalf of the Province;
- To coordinate civic addresses with provincial representatives;
- To perform departmental communications including media releases, web pages, e-mails, social media etc.; and
- To maintain good relations in assisting the public respecting permit applications, inquiries, and complaints.
- To perform such other duties, responsibilities, and functions as may be assigned by the Director of Planning Development and Heritage

KNOW HOW

- Thorough knowledge of administrative and clerical procedures, planning and/or municipal administration; typically acquired through a recognized post-secondary program in office or legal administration, construction, or architecture supplemented by two years' practical experience;
- Knowledge of the National Building Code, development bylaws, land use planning, the Official Plan; Proficiency in analysing and interpreting working drawings including building and drainage plans;
- Proficiency with computer software applications in the Windows environment including word processing, spreadsheet and database programs, scheduling and booking software, and basic skills using AutoCAD and GIS; and
- Excellent interpersonal, communication, and conflict resolution skills.

WORKING RELATIONSHIPS

- Reports to, assists, and performs additional duties as assigned by the Director of Planning, Development and Heritage;
- Provides assistance to Planning Department and other Town staff;
- Interacts with and provides clerical support to Planning and Heritage committee members;
- Liaises with developers, contractors, stakeholders, government departments and agencies; and
- Assists members of the public in the submission of development permit applications, inquiries, complaints, and direct to appropriate staff when required.

PROBLEM SOLVING

- The ability to analyse simple issues, provide solutions, and make recommendations;
- The ability to resolve conflicts with facility and boardroom bookings where possible; and
- The ability to resolve conflicts among residents and stakeholders, when possible, and apply judgment to determine what issues need to be escalated.

ACCOUNTABILITY

- Accountable to the department Director for assistance, to department staff for administrative support, to Town and Utility staff for collaboration, to permit applicants for effective management of applications, and to stakeholders and members of the public for providing accurate information.

WORKING CONDITIONS

- Physical Effort - work involves sitting for extended periods at a workstation, boardroom set up for committee, council and public meetings, and traversing job sites.
- Physical Environment - works in a circulation desk type setting and often commutes the Town to perform site inspections.
- Sensory Attention - work requires significant computer screen time, and telephone and personal interactions with staff, stakeholders, and members of the public.
- Mental Stress – work will involve meeting deadlines, meetings after working hours, and members of the public will not always be happy or pleasant, particularly when feeling aggrieved.