



<b>Township of McNab/Braeside</b> <b>Job Description</b>	Job Title: Building & Planning Assistant	Page 1 of 4
Location: Township Office	Reports To: <u>CBO</u>	Revision date: March 2026
Department: Building & Planning Department		Salary Grid: Group 4

### Position Summary:

The Building & Planning Assistant provides administrative support to the Chief Building Official (CBO). This role manages planning and building applications, maintains records, prepares reports, and ensures compliance with municipal and provincial requirements. This position also serves as the first point of contact for public inquiries.

### Qualifications:

- Grade 12 or equivalent; post-secondary education in Planning, Public Administration, or related field preferred.
- Minimum of one year of municipal experience or related administrative experience.
- Basic knowledge of Ontario Planning Act, Ontario Building Code, Municipal Act and municipal planning processes.
- Strong organization, communication, and customer service skills.
- Proficiency in Microsoft Office and document management systems.
- Demonstrated ability in customer service with specific experience in conflict resolution and managing challenging public interactions.
- Experience utilizing Cloudpermit or similar municipal e-permitting software is considered a strong asset

### Position Responsibilities:

1. Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts.
2. Performs the responsibilities of the position consistent with the Operational policies of the Township of McNab/Braeside.
3. Acts as initial contact for building/planning inquiries and applications; ensure documentation is complete and accurate.

4. Provides basic building/planning information to the public and refer complex inquiries to the CBO.
5. Receives, reviews, and coordinates planning and building applications via Cloudpermit and manual streams, including recording fees, issuing receipts, and setting up digital files.
6. Receives and coordinates planning and building applications, including recording fees, issuing receipts, and setting up files.
7. Prepares reports and background materials.
8. Complete records management and retention of department records.
9. Coordinates corporate communications related to planning/building, including website updates and public notices.
10. Provides administrative support for the Planning Advisory Committee and Committee of Adjustment; assists with circulating required statutory public notices.
11. Assists with front counter and general reception functions, such as taking payments and answering inquiries.
12. Assists and maintain statistical records for submission to other regulatory bodies.
13. Assists with coordinating and scheduling inspections and meetings.
14. Tracks application timelines and deadlines.
15. Assists with drafting correspondence for building and planning files.
16. Digitization of township documents.

#### **Human Resources**

- This position has no supervisory responsibilities.

#### **Financial Resources**

- Accept and record fees for planning and building applications.
- Issue receipts and ensure accurate tracking of payments.
- Assist with budget tracking for planning/building activities.

#### **Material Resources**

- Maintain and safeguard planning and building records.
- Ensure proper storage and organization of application files and permits.
- Operate and maintain office equipment used for planning and building administration.
- Ensure confidentiality and security of sensitive documents.

#### **Physical Skill and Effort**

- Requires manual dexterity to operate computers, printers, and other standard office equipment.
- Requires a high degree of concentration and attention to detail for accurate data entry and document preparation.
- Ability to work independently and as part of an office environment.

#### **Decision Making and Judgement**

- Work is performed under the general direction of the Chief Building Official.

- Judgement is exercised in:
  - Prioritizing workload to meet statutory deadlines for planning and building applications.
  - Discretion when dealing with the public.
  - Ensuring accuracy and completeness of applications, fees, and documentation before submission.
  - Preparing reports.
  - Responding to public inquiries and determining when to escalate complex issues to the CBO.
  - Maintaining confidentiality of sensitive planning and building information.

### **Interpersonal Skills/Contacts**

- Ability to explain planning and building processes clearly and tactfully.
- Responds to public inquiries with tact and professionalism, often involving sensitive or confidential information.
- Ability to exercise a high level of tact, diplomacy, and emotional intelligence when responding to public inquiries, handling complaints, or diffusing tense and confrontational situations

### Internal:

- With the CBO for direction and updates.
- With other staff members for application processing and information sharing.
- With Council members.

### External:

- With the public to provide information, receive applications, and respond to inquiries.
- With developers, contractors, and consultants regarding planning and building requirements.
- With County Planning Department and other agencies for subdivision and planning matters.

### **Environment**

- Works primarily in a professional office setting with frequent use of computers and standard office equipment.
- Works primarily in a professional office setting characterized by a fast-paced environment with frequent interruptions from telephone calls, walk-in traffic, and competing priorities.
- May involve occasional travel within the municipality for site visits or meetings.
- Frequently interacts with the staff, external agencies, and public, including handling inquiries and complaints, which may involve sensitive or contentious issues.

### **Control over Work Schedule**

- Work is primarily during regular office hours.
- Subject to strict deadlines imposed by legislation and Council schedules for planning and building applications.
- May need to adjust hours to meet statutory timelines and/or to attend meetings.
- Some flexibility for scheduling routine tasks, but priority is driven by application deadlines and committee schedules.

**The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.**