



Administrative Support Specialist – Land Planning & Public Works/Capital Projects



Position Synopsis and Purpose

The Township of East Garafraxa is a small but growing rural municipality with approximately 3,000 residents nestled in southwestern Dufferin County. Over 70% of the land mass is agricultural, with significant rural characteristics and charm including all low-density housing, all homes/businesses on private septic systems, no sidewalks and mainly gravel roads with open ditches. Residents do their everyday shopping in one of the bordering municipalities of Orangeville, Centre-Wellington, Grand Valley, Erin or Caledon.

Land Planning is responsible for the overall planning and policy direction for land development within the Township. It is the scientific, aesthetic, and orderly disposition of land, resources, facilities and services with a view to securing the physical, economic and social efficiency, health and well-being of the community. The Township has a long history of working with outside consultants that are appointed to act on behalf of the Township for various professional services including land-use planning, legal, engineering, environmental, aggregate and agrologist experts.

Public Works is responsible for maintenance and daily operations of the Township's roads, traffic, storm water ponds, ditches, culverts, parks, in addition to all fleet and equipment and the Township's owned Gravel Pit. Capital projects on the other hand, focus on the longer-term planning of all Township physical infrastructure assets by managing the engineering, design, construction and rehabilitation of the Township's water system, storm ponds, road network, municipal drains, parks structures and Township buildings. Both these services play a crucial role in ensuring the welfare and quality of life for residents by providing essential services and ensuring infrastructure last for future generations.

POSITION OVERVIEW:

This position supports to two distinct departments, and is a hands-on customer service and operational role, which will assist the Township in organizing and coordinating:

1. Land Planning – Estimated to be 60% of the volume of work. This primarily include handling planning applications and associated fees, services such as providing general information on planning applications, processes, zoning inquiries, and Planning Act notices and circulations and working significantly with external Township consultants and resident/developer - applicants.
2. Public Works/Capital Projects – Estimated to be 40% of the volume of work. This primarily includes, processing road, entrance and site alteration permits and associated fees, work orders and resident complaints, record keeping and filing, coding of invoices, handling purchases and tender documents and keeping things documented, organized and on schedule.



Major Responsibilities

Description	Approx. Time Spent (%)
<p><u>Customer Service & Coordination</u></p> <ul style="list-style-type: none"> • Act as a first point of contact for public inquiries by phone, email, and in-person interactions assisting general municipal items, and as back up to other front-line staff. • Responsible for the intake of planning applications and/or public works permits, including receipt of materials, fee collection, ensure all required technical materials have been included, open file (hard copy and/or electronic, as applicable), log electronically in data/file management software, and organize files for assignment to consultants/staff. • Assists with elements of the processing of applications/permits, including determination of completeness of applications, file openings and distribution, compiling information for management and circulation to other departments and agencies, coordination of the receipt of comments and their compilation/summary for distribution to Township Consultants and staff. • Tracking application/permit statuses, records/data/filing system management, coordination and scheduling of pre-consultation and other meetings/appointments, compliance letters, and responding to general planning and public works inquiries from various stakeholders, and follow-up/closure of dormant files. • Follow-up with applicants, when necessary, as requested by team members to ensure good customer service and regular communication and application status updates to applicants/permits. • Prepare and circulate electronic meeting invitations for various meetings. • Administer fleet equipment licenses & maintenance records. • Administer road minimum maintenance standards reports and organize for motor vehicle collisions and other insurance purposes. • Provide administrative support for special projects, including research and document preparation. • Other duties as assigned. 	40%
<p><u>Corporate Records</u></p> <ul style="list-style-type: none"> • Maintain and update municipal records, files, and databases in accordance with established policies. • Work with Municipal Clerk to ensure compliance of records management files and assist with records retention periods. • Maintain records of confidential information matters and internal office records. • Assist with record searches and preparation of documents for public access requests in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). 	10%

Description	Approx. Time Spent (%)
<u>Council & Committee Support</u> <ul style="list-style-type: none"> Assist Municipal Clerk with preparation, organization and technical support for Planning Applications going on a Council or Committee of Adjustment agenda and/or other public information sessions. 	10%
<u>Clerical Duties</u> <ul style="list-style-type: none"> Provide support to general office including typing correspondence, filing, copying, scanning, etc. Respond to and ensure resolution of complaints. Monitor and distribute emails from various email accounts and other correspondence. Create and/or update forms ensuring accessibility compliance. Assist other departments as needed, including coverage for absences. Updates Township website as required. Produce GIS Mapping of lot parcels and other relevant mapping for circulation for planning applications, construction projects and/or events. Assist in preparing public work/capital projects tender documents. Edit/Proofread Council reports and presentations <p>Other duties as assigned.</p>	25%
<u>Financial Processing</u> <ul style="list-style-type: none"> Maintains invoices related to purchases, fuel, and equipment and assigns appropriate charge codes before passing on to Finance department. Receive Township Consultant invoices and assign charge codes to appropriate planning application/permits for Finance department staff. Track balances of application/permit deposits and upon request from Finance Department issue top up notices as required. Prepare close out account notices for Finance staff as required. 	15%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Qualifications

Education (degree/diploma/certifications)

- Recognized diploma/certificate in a related field.
- Completion of AMCTO Municipal Administration Program (MAP) Unit 1 and the willingness to obtain and complete the remaining three units.
- Must hold a valid 'G' class Driver's License and maintain a clean driver's abstract.

Experience

- Minimum one years' experience working in a municipal environment with specific administrative experience related to a Municipal Clerks, Planning, Public Works and/or Engineering department.
- Experience using GIS mapping tools and producing reports.
- Customer service including experience with de-escalation procedures.

Knowledge/Skill/Ability

- Basic understanding of technical terminology of various Provincial, County, and Township plans and policies and the Ontario Planning Act.
- Knowledge of statutory public notice requirements and procedures, development applications, planning documents.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and Adobe Acrobat.
- Strong organizational and time-management skills with attention to detail, in a time sensitive environment.
- Excellent verbal and written communication skills.
- Ability to work evening meetings, as required.
- Ability to handle confidential and sensitive information with discretion.
- Strong customer service and interpersonal skills.
- Ability to work independently and collaboratively in a team environment



Work Setting

Contacts

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Township Staff	Constant	Assist, inform, research, compile
Township Consultant	Constant	Assist, inform, research compile
Township Residents/Applicants	Constant	Inquiries, in-take of applications/permits, processing of fees, follow up, scheduling of meetings.
General Public	Frequent	General inquiries

Contact	Frequency	Nature of Interaction
County of Dufferin – Building and Planning Department	Constant	Assist, inform, research, compile
Other Municipalities	Occasional	Comparing and coordinating municipal processes

Hours of Work

Normal (8:30 am – 4:30 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input checked="" type="checkbox"/>

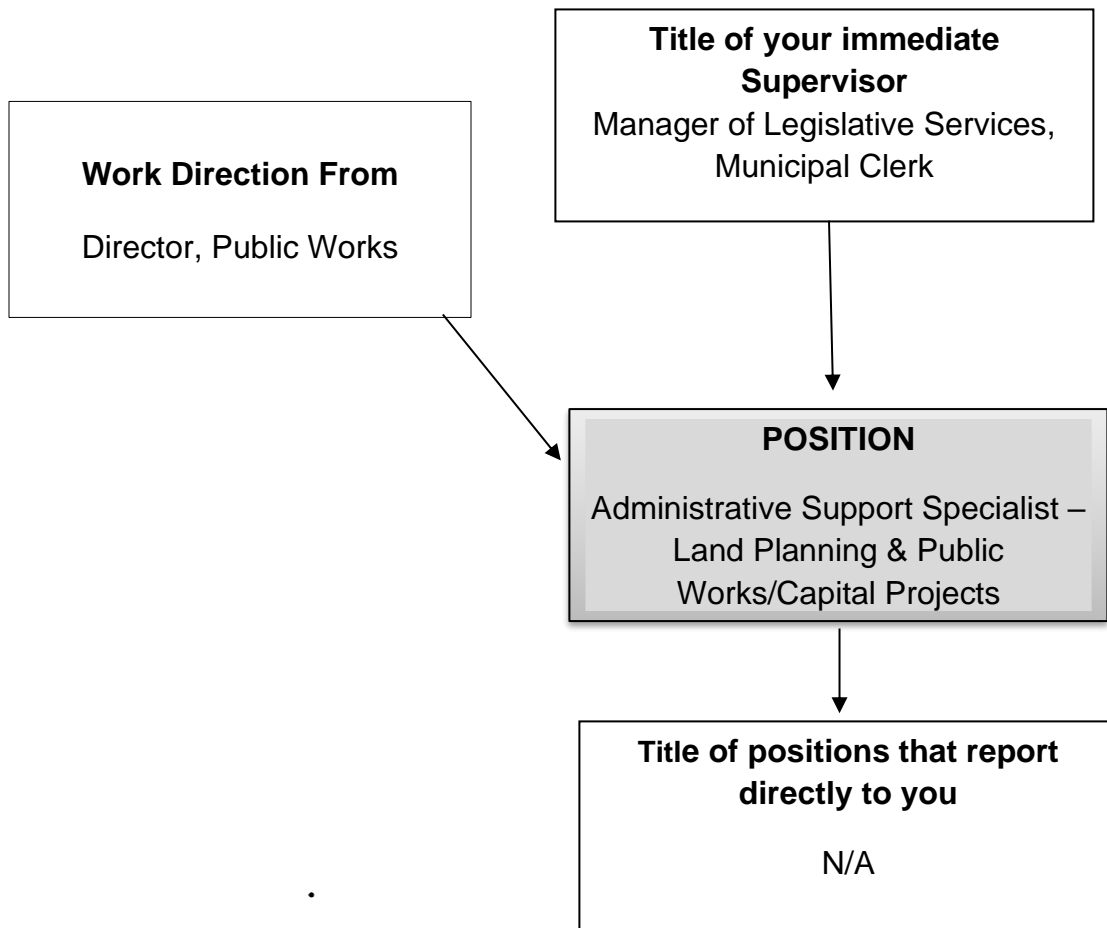
- This position requires attendance at evening meetings as needed.
- This position is ineligible for remote work and requires in-person attendance at the Township Administration Office.
- This position is eligible for overtime during evening meetings and/or weekends.



Position Classification

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



This job description is intended to outline the general responsibilities and qualifications for this role. Duties may be modified as required to meet the needs of the municipality.