



Town of Grand Valley

Job Description

Job Title: Planning and Office Coordinator	Reports To: Planner
Supervises: None	Date Created: September 2024
Pay Grade: 7	Date Updated:

The Town of Grand Valley employs a Planning and Office Coordinator, reporting to and supporting the Manager of Planning, with additional Office Coordinator duties.

The Planning and Office Coordinator:

- Provides administrative and technical support for all functions under the Planning Department in accordance with established procedures, legislation and regulations.
- Provides reception, data entry, cash receipting and other office coordination functions for the Town

Duties and Responsibilities

Planning:

- 1) Provide administrative support for the Planning Department, including coordinating planning applications, organizing meetings and appointments related to planning, preparing drafts for review, editing and formatting various correspondence, reports, agreements, by-laws, minutes and confidential material.
- 2) Maintain electronic and hard copy files and records.
- 3) Assist with updates to the Town's website for planning related matters.
- 4) Research, propose and implement improvements to internal administrative processes and procedures.
- 5) Photocopy/scan a variety of documents as required or requested.
- 6) Accept and process payments for planning related applications.
- 7) Review planning and building applications for completeness and assist with progressing applications throughout the process.
- 8) Assist with data collection, data management, mapping, etc.
- 9) Respond to technical or processing enquiries respecting development applications.
- 10) Receive phone calls, take messages, communicate information and redirect calls and emails.
- 11) Direct customers through various planning related processes and procedures.
- 12) Create or assist with the creation of various reports as required.
- 13) Prepare materials for the Ontario Land Tribunal as required.

14) Assist with processing legal documents, letters, spreadsheets, reports and notices for a variety of planning applications.

Office Coordination:

15) Assist the Treasurer by collecting property tax payments over the phone or at reception including but not limited to:

- a) Interim tax payments.
- b) Interest payments.
- c) Outstanding utility bill payments.
- d) Closing of daily batches.
- e) Bank runs with cash and cheque deposits as required.
- f) Receipt of incoming faxes and response to the faxes as appropriate.

16) New Property Owner Information program

- a) With data from Treasury, send information packages to New Property Owners and update electronic and paper property records

17) Front reception duties, including:

- a) Answering the general phone line and reviewing messages left on the general mail.
- b) Greeting visitors to the office and directing them as appropriate.
- c) Managing package pick up and delivery functions, including courier services, public document pick up and drop off, contractor cheque pick up, etc.

18) Receipt of Town mail

- a) Daily visits to the post office to pick up and drop off mail.
- b) Operate and maintain the office postage machine.
- c) Processing mail to log receipt and deliver to appropriate staff.

19) Assist with collection and tracking of other general Town receivables, including but not limited to:

- a) Road Occupancy Permits
- b) Accounts Receivable invoices issued by the Treasury Department

20) Water Meter Program coordination

- a) Receive meter connection data from developers/new homeowners and process occupancy of properties
- b) Assist Treasury with water meter connection issues reported by utility

21) Office Supply Inventory

- a) Ordering supplies with approval from Treasurer.
- b) Coordinating supply deliveries to departments.
- c) Restocking inventory.

22) Monitor and manage own and general Town email addresses as assigned.

23) Other duties as assigned.

Education and Qualifications

- 1) Minimum of two years post-Secondary education in planning, public administration or similar.
- 2) Experience within a municipal, planning environment.
- 3) Knowledge and understanding of the Ontario Planning Act and related regulations, policy

statements, including processing applications.

- 4) Knowledge of the *Municipal Act*, the *Municipal Freedom of Information and Protection of Privacy Act*, and other relevant legislation.
- 5) Strong inter-personal skills and professional written and oral communication skills in English.
- 6) Working knowledge and previous use of personal computers and the Microsoft Office suite of applications.
- 7) Excellent skills in organization, communication, problem-solving and time management.
- 8) Ability to work independently and as part of a team.
- 9) Excellent customer service skills and ability to maintain discretion in a confidential environment with a high level of attention to detail.
- 10) Ability to exercise discretion, diplomacy and confidentiality.
- 11) Ability to work outside normal business hours (evenings) to attend meetings.
- 12) Class "G" driver's license and use of reliable personal vehicle.

Personal Contacts

- 1) Members of Public
- 2) All Department Heads
- 3) Internal Staff
- 4) Building Department
- 5) Lawyers
- 6) Bank/Mortgage Companies
- 7) MPAC

Working Conditions

- 1) Working within an office environment, with occasional off-site meetings.
- 2) Professional office attire required per dress code policy.
- 3) Usual schedule is Monday to Friday, 9am to 4:30pm.
- 4) Attend evening Council and committee meetings, and other meetings as required.
- 5) Co-ordinates in-office time with Planner.
- 6) Limited lifting of files, file boxes, etc., generally less than 10 pounds.