

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>CUSTOMER SERVICE REPRESENTATIVE</b>		
<b>DEPARTMENT:</b>	Planning & Building Services	<b>UNION:</b>	C.U.P.E. Local 543
<b>LOCATION:</b>	Various	<b>JOB CODE:</b>	543015
<b>HOURS OF WORK:</b>	33.75	<b>GRADE/CLASS:</b>	0.13
<b>SHIFT WORK REQ'D:</b>	No		

**DUTIES:**

Reporting to the Manager of Permits and Deputy Chief Building Official, or designate, this position will be responsible for receiving and processing permit applications and supporting documentation. Reviews applications supporting documentation and construction plans to ensure sufficient details are provided and are in compliance with all regulations, by-laws, and agreements. Ensures application bonds and letters of credit have been paid. Calculates permit fees for payment to the Cashier. Researches property history as necessary. Provides general information to the public related to zoning by-laws and other by-laws enforced by the Building Department. Communicates with public and fellow staff members in a tactful and courteous manner. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

**QUALIFICATIONS:**

- Must have an Ontario Secondary School Graduation Diploma plus two (2) years of post-secondary training from a Community College or University in a Civil Engineering Technology, Architectural Engineering Technology or Construction Engineering Technician program or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of experience with by-laws (such as zoning criteria by-laws enforced by the department), reading drawings, calculating figure and construction related matters;
- Must have experience in a computerized office environment;
- Must understand construction terminology and procedures;
- Must have the ability to read and interpret construction drawings, plans, surveys, legal descriptions, and agreements related to property;
- Must possess good written and oral communication skills;
- Must be capable of working with the public in an efficient, helpful and tactful manner;
- The physical demands analysis associated with this job indicates a limited / sedentary level of work.

**In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.**