

JOB DESCRIPTION

Title:	Administrative Clerk – Planning and Development Services
Department:	Planning and Development Services
Reports to:	General Manager of Planning and Development Services
Status:	Full-time (32 hours per week), Temporary
Date Updated:	August 2026

Job Overview

This position supports the Planning and Development Services department by carrying out routine clerical and administrative duties with a focus on building services functions.

Key Responsibilities

- Acts as the main person responsible for SLRD in-person front counter reception duties at the SLRD Office.
- Answers, screens, and directs incoming Planning and Building related telephone calls, emails, mail and other inquiries to the appropriate contact in the department.
- Schedules building inspections.
- Completes and organizes permit application files.
- Prepares building permit letters (permit requirements at issuance, extension warning letters, expiry warning letters) and archaeological notice letters.
- Provides clerical support for the Planning and Development Services department, which includes the permitting and inspection functions: filing, scanning, photocopying, managing correspondence, receipt of payments, issuance of receipts, and responding to general inquiries in person, by phone or through email.
- Processes property information requests.
- Prepares files for digitization and scanning.
- Uploads, organizes, archives and retrieves documents and records as required.
- Monitors and updates permit tracking system electronically.
- Conducts file searches and property information searches as required.
- Assists with the placement of advertisements and notices.
- Tracks applications and departmental statistics.
- Responsible for daily SLRD Office opening and closing duties (including preparing coffee, tidying lunchroom, emptying compost etc.).
- Other duties as assigned by the General Manager of Planning and Development Services.

Qualifications

- A minimum of 1 year of recent clerical or office administration experience, preferably in a Planning & Development or Building department.
- High school diploma supplemented with courses in office administration, public administration or a related field. An equivalent combination of education and experience may be considered.
- Experience in a local government environment is considered an asset.

- Excellent interpersonal skills (i.e. courteous, tactful, diplomatic), a service-oriented attitude, and the ability to deal with difficult clients or customers.
- Ability to maintain effective working relationships with a variety of groups including staff, contractors, the public, elected officials, and other external partners.
- Excellent verbal and written communication skills with the ability to compose professional correspondence and respond in a timely manner to requests for information.
- Proficiency using Microsoft Office programs (including Word, Excel, Outlook, Teams) and other computer software and applications.
- Ability to maintain confidentiality and security of confidential information.
- Ability to work in a dynamic environment and work with minimal supervision.
- Ability to positively contribute and work in a team-oriented environment.
- Detail-oriented with excellent organizational and time management skills, and the ability to handle time sensitive issues and meet deadlines.
- An ability and willingness to identify what needs to get done, and to initiate positive improvements.
- Able to carry and move files, binders, and boxes up to 15 lbs.
- Demonstrated skills in desktop publishing and website administration, including content updates and maintenance, are considered assets.
- A valid BC Driver's Licence.