

**POSITION: CUSTOMER SERVICE REPRESENTATIVE      JOB POSTING #:**

<b>DEPARTMENT:</b>	Building	<b>UNION:</b>	543
<b>POSTING TYPE:</b>	Corporate	<b>JOB CODE:</b>	543015
<b>POSTING STATUS:</b>	Regular Full-Time	<b>POSITION #:</b>	
<b># OF POSITIONS:</b>	1	<b>GRADE/CLASS:</b>	0.13
<b>SHIFT WORK REQ'D:</b>	No	<b>SALARY RANGE:</b>	\$26.20 - \$30.80 per hour
		<b>HOURS PER WEEK:</b>	33.75

### DUTIES:

Reporting to the Manager of Permit Services and Deputy Chief Building Official, or designate, is 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 by-laws enforced by the Building Department. Communicates with public and fellow staff members in a tactful and courteous manner; Performs Occupational Health & Safety duties as outlined in the Corporate Health & Safety Program; performs other related duties as required.

### QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma plus two (2) years 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's experience with by-laws (such as zoning criteria by-laws enforced by the department), reading drawings, calculating figure, 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.
- Will be required to lift up to 25 lbs.

### POSTING SPECIFICS:

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| <b>Posting Period:</b> | <ul style="list-style-type: none"> <li>• <b>Tuesday, May 13, 2014 at 8:30 AM to Tuesday, May 20, 2014 at 4:30 PM</b></li> <li>• <b>APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD.</b></li> </ul>                                                  |
| <b>Who May Apply:</b>  | <ul style="list-style-type: none"> <li>• Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.</li> </ul>                                             |
| <b>How To Apply:</b>   | <ul style="list-style-type: none"> <li>• Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach a resume, specifically noting the job posting number, your qualifications and experience as outlined above.</li> </ul> |
| <b>Apply To:</b>       | <ul style="list-style-type: none"> <li>• In person to the Human Resources Department or one of the Customer Care Centres</li> <li>• By faxing your Job Transfer Form and resume to the Human Resources Department.</li> </ul>                                    |
| <b>Updated:</b>        | <ul style="list-style-type: none"> <li>• By Human Resources on May 12, 2014</li> </ul>                                                                                                                                                                           |