



August 27th 2020

JOB OPENING: Permanent position

**Information Agent
at the Urban Planning and Inspection Division**

The successful candidate will report to the Head of Division – Community and Cultural Activities and will assume the following functions:

EXAMPLES OF TASKS PERFORMED

- Takes, receives, makes and forwards calls and email messages, answers basic technical questions, provides the requested information or directs the inquirer to the person or department concerned and, as necessary, fax and/or email sample plans and copies of by-laws. Communicates, by telephone or on occasion by site visits, with the applicants to transmit to them any relevant information;
- Provides information and explains to the public, within the scope of one's duties and functions, the requirements of various by-laws (zoning, subdivision, construction, permits and certificates, other urban planning regulations, PIIA approval, minor variances, etc.);
- Provides assistance to applicants and completes applications for permits, certificates and authorizations; ensures all required documents are complete and included and performs certain checks; follows up on applications and other documents;
- After ensuring they comply with regulatory requirements, issues certain permits, certificates and authorizations (landscaping, shed, pool and fence, plumbing, cutting down of trees, sidewalk driveway ramp, etc.) and notifies the departments concerned.
- Enters the information and data related to permit, certificate and authorization applications using the provided permit management software.
- Follows up on complaints, takes action to settle them; performs follows-up on the status of files and on deadlines; issues necessary reminders;
- Collect data and information from various sources in order to complete documents and files and provides information;
- Ensures files and plans are properly prepared for filing and distribution and oversee the filing of pending and closed files;

- Prepares materials for conferences, information sessions and meetings of the Planning Advisory Committee (CCU), including the agenda and requested documentation, sends notices of meeting, and reserves rooms. Prepares the zoning analysis files necessary for study;
- Does filing;
- Compiles data and prepares reports on them;
- Performs any other related tasks.

REQUIREMENTS

The successful candidate will meet the following conditions:

- Hold a college (CÉGEP) level diploma in architectural technology.
- Have at least two (2) years of experience in customer service.
- Mastery of both spoken and written French and English.

Knowledge of :

- by-laws, laws, orders and rulings;
- building mechanics;
- zoning;
- occupancy;
- signs and billboards;
- commercial sanitation;
- fire prevention.

Skills and abilities :

- Able to work under pressure;
- Be tactful and courteous;
- Express oneself readily and clearly;
- Draft clear and concise reports;
- Read plans and blueprints.

CONDITIONS AND BENEFITS

The Town of Mount Royal has advantageous conditions for its employees. For this position, it offers, among others:

- A salary range from \$23.42 to \$33.46 per hour;
- A stable schedule of 35 hours per week from Monday to Friday;
- Insurance;
- Defined benefit pension plan;
- Vacation, floating holidays and sick leave;
- On-the-job training.

Applications will be accepted until Friday, September 4th, 2020, 4:30 pm. The interested people have to send their curriculum vitae to Roxane Gaudreau, human resources advisor, by e-mail at humanresources@town.mount-royal.qc.ca, mentioning the competition number **2020-20**.



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