

Bylaw Administrative Assistant

Reports to Manager of Corporate and Legislative Services

Full Time, 2 year term

Summary:

Reporting to the Manager of Legislative and Corporate Services, this new position will be supporting Bylaw Enforcement within the Village of Pemberton by providing clerical, legislative and research support and assistance while also interacting with residents on a daily basis.

Responsibilities:

- Responding to basic enquiries from residents regarding Village Bylaws.
- Administration of the Bylaw Notice Enforcement Ticketing system
- Reviewing, acknowledging and responding to Customer Service Requests. (We use Customer Service Requests as our system for tracking complaints from Village residents).
- Analyzing and reviewing trends within our Customer Service Request system.
- Preparing correspondence to residents in breach of our Bylaws.
- Processing payment for any tickets or fines issued.
- Administering over the counter programs (i.e.: dog licenses, business licenses, statutory declarations).
- Providing support with Bylaw investigations.
- Other duties as assigned.

Qualifications:

- Strong administrative experience with working knowledge of Microsoft Office.
- Confident producing letters and writing reports.
- High emotional intelligence including the ability to communicate in a tactful manner and diffuse situations.
- Ability to work well both independently and as a member of a team.
- Ability to establish and maintain effective working relationships.
- Discrete, with an ability to maintain a high level of confidentiality.
- Knowledge of Local Bylaws an asset.
- Completion of a clear Criminal Record Check required.