

**November 5, 2024****JOB OPENING: Permanent assignment****Information Agent
Urban Planning and Development Division**

The work consists of answering citizens/architects/contractors at the counter; providing information to the public on regulatory requirements; assisting applicants in completing applications for permits, certificates and authorizations; ensuring that all required documents are attached and complete; performing audits; stamping and routing permit applications; ensuring the issuance of certain permits, certificates and authorizations

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 follow-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.

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*.
- ✓ Good knowledge of by-laws, laws, orders and rulings, building mechanics, zoning, occupancy, signs and billboards, fire prevention.
- ✓ Able to work under pressure;
- ✓ Outstanding customer service.

* Knowledge of English is a requirement due to potential interactions with the Town's citizens.

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 \$31.47 to \$41.14 per hour;
- A stable schedule of 35 hours per week from Monday to Friday;
- A summer schedule;
- Insurance;
- Defined benefit pension plan;
- Vacations, Floating holidays and sick leave;
- Possibility of telework (hybrid schedule);
- On-the-job training.

PLEASE NOTE

Applications will be accepted until **Tuesday, November 26** at **4:30 pm**. Interested candidates should send their curriculum vitae to Sandra Grenier by email at humanresources@town.mount-royal.qc.ca, mentioning competition number **2024-42**.