

KAWARTHA CONSERVATION

Permitting Analyst

(Regulation and Permitting Technician)

The Position

This position is integral to achieving customer satisfaction and is responsible for reviewing and processing permit applications, conducting permit inspections, and responding to inquiries from landowners, consultants, developers, municipalities, and other conservation authorities. The provision of excellent customer and client service is essential. You will work cross-functionally with all departments to ensure the issuance of development approvals is frictionless and assisting with all other inquiries regarding our permitting programs and services. Using continuous improvement as a model for service delivery, this position will assist in the development of policies and procedures to streamline the permitting process. This position requires a high level of organization and detail as you will be responsible for the electronic filing of records in our Information Management System (IMS).

Key Responsibilities

Client Service

Possess a positive, professional, and credible reputation both internally and externally; utilize networks and working relationships to ensure quality, timely, responsive customer service and meet strategic objectives and goals of the organization. Build and maintain partnerships and relationships that are essential to the ongoing success and image of Kawartha Conservation.

- Be an ambassador of exceptional customer service to ensure our clients are welcomed, treated with respect, and receive an exceptional quality of service.
- Optimize customer service through continuous improvements to departmental processes, tools, and communications.
- Coordinate and respond to information requests and general inquiries related to permitting and natural hazards.
- Utilize the IMS to determine the status of an application and communicate the status for any client inquires.
- Act as a liaison to the community, municipalities, developers, consultants, real estate agents and other interest groups regarding regulated areas and permitting within the watershed.
- Establish and maintain strong relationships with municipal parties and general public by way of excellent service delivery.

Technical Expertise

Possess the knowledge and experience relevant to the responsibilities of the position; identify knowledge gaps and seek out professional development; engage in continuing education and professional networks that elevate your expertise; utilize your expertise in the key functions of your position; transfer knowledge to contribute to the success of others; enhance and advance your professional career. Apply your expertise in the following responsibilities:

- Prepare relevant background data, including file searches, mapping and other documents pertinent to planning and regulation applications.
- Reviews, evaluates, processes, and prepares permits issued under authority of *Ontario Regulation 182/06: Regulation of Development, Interference with Wetlands and Alterations to Shorelines and Watercourses*, made under Section 28 of the *Conservation Authorities Act*.
- Compile, verify, record, and distribute applications, permits, registrations, inquiries and other forms and documents in accordance with established procedures, schedules and templates.
- Ensure fee tracking, invoicing and collection for plan review and regulation articles and submitted for deposit.
- Inspects permit works in progress or completed to ensure compliance with plans, specifications and conditions. Notify Regulation Officer of violations and document any deficiencies and variances.
- Meets internal deadlines/standards for permit applications, title clearances and general requests.
- Produce regular reports on status of applications, response dates and other reports pertinent to the departmental, management or Board needs.
- Identify and rectify issues, make recommendations, for improvements of the Information Management System (IMS) workflow and other areas of enhancement and implement with assistance of support services.
- Periodic review to ensure all publicly available planning information such as application forms and web content is up to date and accurate, notifying relevant staff if updates are required.

Teamwork

Promote Kawartha Conservation both internally and externally; model exceptional behaviour; align program goals to Kawartha Conservation's vision, mission, and focus; communicate successes internally and externally. Achieve common goals through teamwork; by collaborating, listening, and sharing information and finding common solutions.

- Provide excellent internal customer service to, and integration with other departments.
- Participate in, and assist in carrying out strategic planning and implementation, developing strategies for addressing weaknesses and determining new initiatives in line with the goals/objectives of the organization.
- Embraces and adopts the core values within our Strategic Plan to positively impact our organizational culture.
- Be adaptive, embrace change, and promote the policies of the organization to influence others in adoption.
- Participates in specific projects as required. The Director has the authority to assign additional tasks suitable to the position.
- Provide backup relief, as required, for other departmental needs.

Risk Management and Administration

Adhere to and ensure that activities are compliant with OHSA and other pertinent laws, regulations, administrative standards and required practices; to eliminate or reduce risks to overall organization. Communicate potential risk situations including determining root causes and suggesting recommended changes.

- Responsible for the update of all inbound planning and permitting records in the Information Management System, ensuring all records are complete and accurate.
- Supports the Planning and Development department in our digitization of corporate records to convert historical records into electronic form.
- Adherence to fee tracking, invoicing, and collection for permitting activity; recommend new or enhanced fees as appropriate.
- Prepare and/or assist in the preparation and review of guiding documents, such as planning and regulation policies and operational procedures for the purpose of consistent application and conformity and adherence to best practice.
- Ensure privacy of client records adhering to the Municipal Freedom of Information and Protection of Privacy Act.
- Coordinate, implement, and project manage special projects as may be required
- Keep current and knowledgeable about all applicable Health and Safety legislation to ensure compliance.
- Minimize health and safety hazards and risks with work activities.

Scope of Accountability

Will have the freedom to make independent technical decisions within the scope of their expertise and in keeping with provincial and Kawartha Conservation policies, guidelines, and procedures. Provides advice and recommendations to the Director, Planning and Development Services on all other matters such as strategic initiatives, Kawartha Conservation programs, work plan and budget matters, and technical issues beyond the scope of their expertise. Follow organizational guidelines, professional standards, regulations and principles; demonstrate reliability and integrity daily.

Skills and Expertise

- Completion of university degree or college technical diploma with courses in disciplines which may include land use planning, natural resource management, and/or environmental assessment.
- Minimum three (3) years of experience working in a related field.
- Familiar with legislation applicable to position, including but not limited to Conservation Authorities Act and associated Section 28 regulation, Planning Act, Drainage Act, Fisheries Act.
- Experience in planning and policy driven programs or natural resource management is an asset.
- Experience reviewing development applications and preparing permits under Conservation Authority Ontario Regulations or other environmental legislation an asset.
- Familiar with Microsoft Office, and MS Teams; working knowledge of GIS software, information management systems, land survey equipment and GPS an asset.
- Excellent independent problem-solving skills, time management and organization.
- Complaint, de-escalation and conflict resolution techniques and ability to work in a fast-paced environment.
- Demonstrates flexibility and willingness to be a team player.
- Familiar with workplace legislation such as Employment Standards Act, WSIB, Occupational Health and Safety, AODA.
- Possess a valid Ontario driver's license and clean driving record.

Working Conditions

- Office environment, remote work availability
- Extensive involvement and interaction with the general public, landowners, community groups and special interest groups
- Some outdoor work is required; this may include exposure to inclement weather, etc.
- May be required to traverse irregular terrain and work around water
- Additional hours may be required to meet deadlines, peak work periods, obligations, attend meetings and special events
- Travel using corporate vehicles
- Significant time will be spent on the computer
- High level of concentration is required
- Mandatory adherence to safety policies and practices

Our Core Values

Our values guide our actions, as they shape the kind of organization that we are part of. In all our decision making, we will:

- Act with Integrity: *Take personal ownership and responsibility for the quality and timeliness of work commitments; demonstrate reliability and integrity daily.*
- Value Knowledge: *Commit to continuous improvement and personal and professional growth; ensure technical/professional knowledge is up-to-date and applicable to the job.*
- Promote Teamwork: *Demonstrate a commitment to achieving common goals through teamwork; promote a positive and productive environment and a healthy workplace.*
- Achieve Performance Excellence: *Actively seek to identify new business opportunities; ensure high quality work.*
- Foster Innovation: *Forward thinking and visionary approach to problem solving.*