



Selwyn Township Job Description

Position: Administrative Assistant – Planning & By-law	Page: 1 of 3
Reports To: Manager of Building & Planning	Date: February 2026
This Job Description is: ___ New _x_ Existing ___ Revised	

Job Summary:

As a member of the Customer Service & Administrative Support Team, provides customer service and administrative support to the general Township operations. Reporting to the Manager of Building & Planning, provides administrative support, advice and interpretation as it relates to the Zoning By-law and Official Plan, reviews and processes Development Applications and Zoning Certificates. Administers Licensing applications, coordinates complaint files and provides administrative support for the Planning services and By-law Enforcement area, while fostering excellence in customer service.

Duties and Responsibilities:

1. Performs front counter reception duties by responding to office, telephone, and e-mail inquiries, and provides general service, and business information, relaying messages and routing calls to the appropriate person where necessary. Customer service is emphasized.
2. Acts as the primary contact for planning related inquiries, development applications zoning certificates, and other general planning matters.
3. Responds to public inquiries and provides guidance with respect to By-law and planning matters in a courteous and timely manner, and keeps the Planner, By-law Enforcement Officer and Manager of Building & Planning informed on matters as required.
4. Reviews development applications with applicants to ensure completeness.
5. Assists the Planner with the processing of development applications (i.e. zoning by-law amendments, minor variance and site plan) ensuring adherence to all applicable regulations and by-laws, including the collection and processing of applicable fees.
6. Responsible for the preparation and circulation of planning notices, including notices of complete application, public hearing and decision notices and meeting minutes.
7. Responsible for updating, maintaining, and promoting the planning services digital file portal.

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Duties and Responsibilities: (Cont'd)

8. Completes preliminary assessments and processes licence applications, for but not limited to; Rooming and Boarding houses, trailer parks, refreshment vehicles, and secondary units.
9. Reviews and investigates outstanding licenses and works to achieve compliance through follow up activities with the applicant.
10. Provides administrative support for the Building and Planning Department as required.
11. Participates in special projects where required.
12. Demonstrates commitment to personal and professional development by remaining current with new legislation, regulations and technology relating to the Department in order that professional competence is maintained.
13. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
14. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health and Safety Policy.
15. Performs other duties and carries out special projects as assigned.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

Contacts:

Internal: With the Manager of Building & Planning, Planner, By-law Enforcement Officer and co-workers for the purpose of obtaining and sharing information to complete work assignments.

External: With various lawyers, Municipal/Provincial and other agencies to provide and obtain information.

With solicitors, consultants, agencies, land developers, etc. to provide and seek information.

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With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Exposure to a normal office environment. Visual and mental concentration with respect to detail (figures) and visual display terminal.

Work is subject to unyielding legislated deadlines.

Job Knowledge:

Post secondary education in an office administration or a planning related discipline. Minimum of one-year relevant administrative experience preferably in a municipal setting.

Knowledge of planning principles, concepts, practices, and methods is considered an asset.

Knowledge of the Planning Act, the Municipal Act and Municipal By-laws and other Provincial legislation is considered an asset.

Excellent organizational and communication skills. Proven ability to deal with people.

Knowledge of personal computers and word processing, database and various planning/database/mapping applications.

Ability to cope with several different requests and subjects simultaneously.

Ability to adhere to strict deadlines.

Key Competencies:

- Accountability
- Analytical Thinking
- Communication
- Customer Focus
- Decision Making
- Job Knowledge
- Organization and Planning
- Quality Orientation