

EMPLOYMENT OPPORTUNITY

Property Services Representative

POSTING NO: 2025-20

POSTING DATE: June 30, 2025

POSTING EXPIRY DATE: July 14, 2025, at 4:00 p.m.

As a result of a well-deserved retirement, the Strathcona Regional District is seeking a highly organized and service-focused **Property Services Representative (PSR)** to provide front line customer service and administration support for Community Services, including land use planning, parks, building inspection, bylaw enforcement, GIS, and community health. The PSR is focused on delivering superior customer service and is the public liaison for the Community Services department.

REQUIRED QUALIFICATIONS and SKILLS: (or equivalent combination)

- Grade 12 graduate or equivalent supplemented by completion of office administration related courses;
- Minimum 3 years experience in an office environment dealing with the public and preferably within a local government setting;
- Keyboarding skill (50 wpm);
- Experience with computerized cash receipting and point of sale systems;
- Knowledge of land use planning and the building industry or related work background considered an asset.

The position is full-time, 35 hours a week, with an annual salary range from \$61,659 to \$70,715 plus a generous and comprehensive benefits package.

For more information on this opportunity, please refer to the attached job description, which outlines all the duties and necessary qualifications for this position. The successful applicant will be required to provide a satisfactory criminal record check, including vulnerable sector screening, as a condition of employment.

We invite qualified candidates to submit a cover letter and resume quoting posting **#2025-20 Property Service Representative** to hr@srd.ca

We thank all applicants for their interest and will only contact applicants selected for an interview.



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Property Services Representative

JOB SUMMARY

Reporting to the Senior Manager of Community Services, the Property Services Representative (PSR) provides frontline customer service and clerical support for Community Services, encompassing land use planning, parks, building inspections, bylaw enforcement, GIS, and community health. The PSR is dedicated to delivering exceptional customer service and serves as the public liaison for the Community Services branch. The primary responsibility is to perform detailed assignments in a highly independent manner, by accepted work methods and procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

- Assists customers at the Community Services front counter, over the telephone, or through email exchanges on matters relating to land use planning, zoning, land use designation, parks and trails, the building permit and associated inspection process, the UMapit online GIS system, and community health. Refers customers to the appropriate staff and provides information on regional district policies, applications, procedures, and the roles and requirements of other departments and agencies. Follows up with customers and with staff as required;
- Receives and reviews a variety of applications, permits and building permit applications to ensure submissions are complete and documentation is accurate and records the information in the land use database. Explains requirements for acceptance and collects fees;
- Follows up with and/or relays information to other Strathcona Regional District (SRD) departments, government agencies, registered professionals, property owners and contractors concerning routine building, zoning, land use designation, bylaw and permit issues;
- Receives confidential by-law enforcement complaints for the building/by-law official and records information in PSD Citywide;
- Schedules building inspections, site visits and appointments for Community Services staff. Prepares daily building inspection schedule and sources files for the building official to take on site visits;
- Provides logistic support for meetings: reserves fleet vehicles, schedules water taxis; reserves and confirms meeting rooms/locations, and arranges for meals and refreshments.
- Receives and files (digital in PSD Citywide and hard copies) correspondence received from the Ministry of Forest Lands and Natural Resource Operations: Crown Land Applications, Licence for Permissions, and Licence of Occupations;
- Receives and files (digital in PSD Citywide and hard copies) correspondence received from Island Health: Record of Sewerage Systems (in Building Official's files); Sewerage System Letter of Certification, Application for a Holding Tank Permit and prepares notification letter (for planner's signature) to property owner and cc'd to B.C. Assessment Authority;
- Assists with the preparation for public hearings and confirms the availability of elected officials. Arranges for the placement and tracks public hearing advertisements to ensure conformance with *Local Government Act* requirements. Prepares and packs the contents of the travel tote, including the Chair's opening statements, confirms the meeting place, arranges for refreshments and travel arrangements;
- Schedules property owner and/or realtor archive research appointments for the building official, retrieves property file, prepares cashiers' receipt and processes payment transactions in Vadim software for services rendered;

- As requested, prepares or types articles, forms, letters, routine and confidential correspondence, form letters, reports, tabulations, and other material from rough draft copy, and previously prepared data;
- Provides routine clerical support such as filing, faxing, photocopying, processing and distributing mail, answering and distributing telephone calls for the Community Services Department, orders office supplies and updates manuals as required;
- Liaises with Community Services staff to ensure public handouts in the Community Services reception area are functional, current and in full supply;
- Undertakes production of various public notifications, bulk mail-outs and brochures;
- Ensures public notification boards in the corporate office display current information;
- Updates and maintains various Community Services databases and filing systems;
- Implements and administers special projects as required (i.e, the Woodstove Exchange Program), tracking newspaper and media releases, and completing any reporting requirements;
- Provides absentee coverage for the cashier, including receiving cash, recording payments in Vadim and PSD Citywide software;
- Provides back-up telephone coverage for the SRD telephone and “main” receptionist;
- Performs related work as required (i.e. assistance with fleet vehicle maintenance).

REQUIRED EDUCATION & EXPERIENCE (or equivalent combination)

- Grade 12 graduate or equivalent supplemented by completion of other office administration-related courses;
- Minimum 3 years of experience in an office environment dealing with the public and preferably within a local government setting;
- Keyboarding skill (50 wpm);
- Experience with computerized cash receipting and point of sale systems;
- Knowledge of land use planning and the building industry or related work background is considered an asset.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS *(needed for acceptance into the job or to be acquired in the first 6 months of being in the job)*

- Possession of a valid BC Class 5 driver's license.

KNOWLEDGE, ABILITIES AND SKILLS

- Ability to deal effectively and courteously with the public and elected officials, agencies and clients;
- Ability to work collaboratively as part of a team, displaying integrity and judgment;
- Ability to communicate effectively both orally and in writing;
- Working knowledge of business English, spelling and punctuation;
- Knowledge of local government office practices and procedures;
- Experience using various word processing, spreadsheet and database applications and office equipment applicable to the work;
- Ability to master new software programs (i.e. Vadim, Land Use Database, PSD Citywide and UMapit);
- Ability to review documents such as maps, plans, drawings;
- Advanced organizational, analytical and problem-solving skills;
- Ability to maintain the highest level of confidentiality;
- Ability to keep accurate and complete records;
- Ability to manage multiple priorities.