

Job Title: Building Services Coordinator		Pay Grade: 6
Department: Building Inspection Services		Reports To: Manager of Building Inspection Services
JJE Maintenance Review Date:	Content Last Updated: May 2026	Direct Reports: None

JOB SUMMARY

The Building Services Coordinator (Coordinator) contributes to the success of the Building Inspection Services team, and our community, through delivery of outstanding customer service. Under the guidance of the Manager of Building Inspection Services, the Coordinator provides excellent customer service and administrative support by creating building permit files, answering building permit and other enquiries, and supporting members of the public with building permit applications. The Coordinator works collaboratively with Building Officials, building department staff and other CVRD departments to provide consistent and efficient service to the public.

MAJOR DUTIES AND RESPONSIBILITIES

1. Acts as the main point of contact for Building Inspection Services. Assists customers at the building inspection counter and responds to telephone enquiries; explains building bylaws, Comox Valley Regional District (CVRD) policies and procedures, permit and building inspection requirements, zoning regulations and planning procedures, acceptable construction practices and awareness of the BC Building Code, and the requirements of other departments and agencies.
2. Responds to complaints about building, permit, and inspection issues and escalates to the appropriate person/department as required.
3. Manages the primary department email and inbox, ensuring that all inquiries and questions are distributed to appropriate staff. Follows up and logs completion status.
4. Receives and reviews supporting forms, documents, and plans for permit applications; explains deficiencies and requirements for acceptance; calculates fees and approves permits for issuance; issues permits and ensures all fees and charges are paid.
5. Identifies non-conforming items on plans submitted for building permits. Discusses construction matters with owners, designers, and contractors,

- advises of deficiencies and ensures required supplementary information is gathered and corrections are made.
6. Responds to inquiries and corresponds with builders, realtors, property owners and the public, relating to building requirements of the CVRD and provincial statutes.
 7. Works in collaboration with and supports the Building Officials to ensure the permit application and approval process is consistent and efficient.
 8. Reviews documents including plans, drawings, certificates, and reports received from customers, lawyers, engineers, and other building industry professionals to ensure compliance with the building bylaw, the BC Building Code and other enactments respecting safety.
 9. Reviews and processes various documents such as plot plans, building plans and permits, planning referral forms, title certificates, restrictive covenants, building inspector reports, letters of assurance, certificates of insurance, sewerage certification, etc. received from customers, lawyers, engineers and other professionals, referring technical drawings or documents requiring approval to a building official or planner, as applicable.
 10. Researches land use information for relevant site plan information such as easements and covenants to provide feedback and direction to applicants related to regulatory compliance at the early stages of the permitting process.
 11. Determines if inspections should be scheduled, schedules inspections, site visits and/or appointments for inspection staff; prepares daily inspection schedule, locates and retrieves files.
 12. Creates database records for permits and initiates building and planning files; maintains active and archive permit systems; processes permit amendments and extensions; generates permit expiry notices, and archives expired permits.
 13. Performs various administrative duties such as recordkeeping and data entry into database.
 14. Maintains various manual and electronic files, databases and spreadsheets, and prepares, reconciles and distributes monthly statistical reports and summaries, including statistical reports for planning as needed.
 15. Manages CVRD user identification and prints monthly statement for the BC Online System. Obtains online documents for the use of the planning and other departments.
 16. Liaises with planning department, fire and health agencies, and other agencies to collect information and resolve issues during the building permit and inspection process.
 17. Liaises with other CVRD departments, government agencies, engineers and other registered professionals, property owners and contractors with respect to building, zoning, bylaws and permit issues.

18. Remains current with changes to building codes and regulations through continuing professional development.
19. Develops and recommends new or revisions to department procedures and processes within the scope of the position; oversees their implementation and provides orientation to new staff in consultation with the manager.
20. Undertakes other assigned duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- Grade 12
- An additional diploma program of over one and up to two years from a recognized technical institute in Building Technology, planning, or other relevant discipline.
- Over three years up to and including four years directly related experience in a local government building or planning department and/or in the building construction industry.
- Equivalent combination of education and experience may be considered.

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

- Valid Class 5 BC Driver's License

PREFERRED QUALIFICATIONS

- Registered as a Qualified level one Building Official, or Building Official in training with the Building Officials' Association of BC (BOABC)
- Completion of the BOABC level 1 building qualification exam.
- Be a member of the BOABC in good standing

KNOWLEDGE, ABILITIES AND SKILLS *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Strong knowledge of building inspection department procedures, bylaws, codes and standards.
- Strong knowledge of related bylaws, acts, and regulations, the ability to read plans, surveys, and related material.
- Knowledge of building construction practices
- Sound working knowledge of the practices and processes involved in local government office administration.
- Eye for detail, and ability to interpret building blueprints, construction plans, maps, legal descriptions, rights of way, easements and covenants, and technical reports with accuracy and precision in a high volume work environment under tight time constraints.
- Demonstrated technical writing skills, problem solving skills and the ability to convey technical information to a diverse audience.

- Ability to effectively explain building bylaw and permit requirements and processes to the public, builders, engineers and other industry representatives, respond to a variety of routine and non-routine enquiries in a respectful manner and resolve complaints using tact, courtesy and patience.
- Ability to review various documents including plans, specifications, certificates and reports, identify deficiencies and ensure requirements are met.
- Ability to keep accurate and complete records and prepare reports and correspondence.
- Ability to implement and maintain effective office systems and procedures.
- Ability to conduct research on a variety of building related matters and prepare reports.
- Ability to organize own work and perform duties with minimal direct supervision.
- Ability to handle multiple tasks simultaneously and manage multiple priorities.
- Ability to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, equity, and inclusion.
- Good communication, interpersonal, organizational, time management, analytical, problem solving and expediting skills.
- Demonstrated advanced level skills with Microsoft Office Suite, Adobe and SharePoint applications.
- Effective conflict resolution skills.
- Demonstrated ability in information retrieval from land use software applications (eg. LandUse, iMap, Cityworks), outside agency portals (eg., Assessment LinkBC, BC Online, BC Housing), and use of web-based applications for file and document sharing.

EMPLOYEE SIGNATURE

I have read and understand this job description

Print Name

Signature

Date