

Job Title: Planning Services Coordinator		Pay Grade: 6 (interim rating)
Department: Planning and Development Services		Reports To: Manager of Development Planning
JJE Maintenance Review Date: 2030	Content Last Updated: 2026	Position(s) supervised: N/A

JOB SUMMARY

The Planning Services Coordinator (Coordinator) contributes to the success of the Planning and Development Services team, and our community, through delivery of outstanding customer service. Under the guidance of the Manager of Development Planning, the Coordinator provides customer service and administrative support to the current planning team by creating planning application files, responding to inquiries, and assisting the public with land use and planning applications.

The Coordinator acts as a primary point of contact for the planning team, works collaboratively with planners and other CVRD departments, and plays a key role in ensuring consistent and efficient service throughout the current planning review process.

MAJOR DUTIES AND RESPONSIBILITIES

1. Serves as the main point of contact for current Planning Services by phone, email, and at the public counter.
2. Assists applicants and provides guidance in navigating CVRD bylaws, policies, procedures, zoning regulations, application requirements, and applicable agency requirements as related to the work performed.
3. Manages the department email inbox, ensuring inquiries are responded to, directed to appropriate staff, and tracked to completion.
4. Responds to inquiries from the public, including property owners, realtors, and consultants regarding planning applications, land use regulations, planning review processes, and application fees.
5. Maintains sound knowledge of the responsibilities of other CVRD departments and external agencies as they relate to the work performed.
6. Coordinates the intake of planning applications by reviewing planning application submissions for completeness; calculating fees, processing payments, and uploading application documents in Branch software.

7. Undertakes planning support duties including recordkeeping, data entry, document management, and correspondence preparation.
8. Maintains manual and electronic filing systems, databases, and spreadsheets; prepares statistical reports, summaries, and other departmental information as required.
9. Works collaboratively with current planning staff, bylaw, and building staff to support a consistent, efficient, and service-oriented application review process.
10. Maintains effective working relationships with CVRD departments, agencies, registered professionals, property owners, contractors, and the public.
11. Develops improvements to departmental procedures and processes within the scope of the position and assists with implementation, change management, and orientation of new staff.
12. Remains current with planning legislation, applicable CVRD bylaws, local government practices, and industry trends through ongoing professional development.
13. Undertakes other assigned duties as required.

EDUCATION AND EXPERIENCE *(required minimum)*

- Grade 12
- An additional diploma program of over one and up to two years from a recognized post-secondary or technical institute in planning, or other relevant discipline.
- Over three years and up to and including four years directly related experience in local government.
- 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 Drivers License

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 applicable bylaws, legislation, regulations, and land use planning principles, including the ability to interpret surveys, legal descriptions, and related documents.
- Sound working knowledge of local government administrative practices, procedures, and records management systems.
- Demonstrated analytical and problem-solving skills, with the ability to communicate technical information to a broad audience.
- Ability to review planning applications and ensure submission requirements are met.

- Proven capability to conduct research on a variety of planning, land use, and development-related matters and prepare reports and correspondence.
- Demonstrated proficiency to maintain accurate and complete records and prepare reports, correspondence, and statistical summaries.
- Ability to implement and maintain effective office systems and procedures.
- Ability to organize work independently, manage multiple priorities, and meet deadlines with minimal supervision.
- Ability to contribute to a respectful, safe, and supportive work environment that embraces diversity, equity, and inclusion.
- Excellent communication, interpersonal, organizational, time management, analytical, problem-solving, customer service orientation, and conflict-resolution skills.
- Demonstrated advanced proficiency with Microsoft Office Suite and strong working knowledge of SharePoint.
- Demonstrated ability to retrieve and interpret information from manual and electronic data management systems (e.g. BC Online, Agricultural Land Commission) and land use software applications (e.g., iMap, Cityworks).

EMPLOYEE SIGNATURE

I have read and understand this job description

Print Name

Signature

Date