



## **Development Services Assistant (Part-Time)**

### **Company Description:**

Thames Centre, nestled in the heart of southwestern Ontario, is a vibrant community on the eastern edge of Middlesex County and the City of London. Our unique mix of urban and rural living fosters strong community connections, top-notch services, and responsible leadership. Residents enjoy breathtaking natural landscapes, open spaces, and access to state-of-the-art recreation facilities, and outstanding local amenities. Thames Centre has been recognized as one of the Best Places to Work in Southwestern Ontario!

### **Job Description:**

Under the direction of the Director of Planning & Development Services, the Development Services Assistant provides front-line customer service, administrative support, and records management for the Development Services department. This role includes responding to inquiries, assisting with planning and building applications, and ensuring effective communication and organization of municipal records.

### **Responsibilities:**

#### **Customer Service & Public Relations:**

- Provide customer service at the front counter, via email, and over the phone by responding to inquiries and complaints, offering community information, and redirecting calls as necessary.
- Maintain a professional and courteous demeanor, upholding the Municipality's public image and ensuring confidentiality in all matters.

#### **Planning & Building Application Support:**

- Conduct an initial review of planning and building application submissions to ensure substantial completeness before acceptance.
- Contact applicants to request any missing information needed for processing.
- Assist with Planning Act application circulations, including extracting GIS data, mailing notices, managing records, and entering data.

#### **Zoning & Agreement Compliance:**

- Conduct research and provide written and verbal responses to inquiries from clients, including solicitors, property owners, and the public.
- Coordinate information on zoning by-laws, municipal policies, and relevant legislation with support from the Chief Building Official (CBO) and Planners.

#### **Records Management:**

- Maintain well-organized and accurate records for planning and building files to ensure easy access and retrieval of information.

**Administrative Support:**

- Provide administrative assistance to the Director of Planning & Development Services.
- Coordinate daily administrative functions, including call screening, preparing documents and correspondence, and file management.

**Other Duties:**

- Perform other duties as assigned.

Note: All activities are expected to be performed safely, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

**Minimum Qualifications:**

- Completion of two (2) years at a Community College or post-secondary education program related to Planning, Building, Geographic Information Systems (GIS) or Office Administration.
- Two (2) to three (3) years of municipal experience related planning and building.
- Working knowledge of office practices and procedures.
- Excellent typing, word processing, and computer skills.
- Proficiency in software programs such as Microsoft Office Suite (Word, Excel), ArcGIS Pro, Bluebeam, Adobe, CloudPermit, and CityWide.
- Strong customer service orientation with the ability to communicate effectively and maintain a harmonious working relationship with colleagues, stakeholders, and the public.
- Superior organizational and time management skills, with the ability to handle multiple tasks and meet deadlines efficiently.
- Tact and discretion in handling confidential and sensitive information.
- Self-motivated with the ability to work independently with minimal supervision.

**Note:**

- Job description is under review

**What Thames Centre has to offer:**

- A competitive salary ranging between \$34.49 to \$38.82 for 2025 with 21 hours per week, Monday to Friday.
- Vacation-time entitlement recognizing previous years of service.
- Eligibility to enroll in OMERS pension plan.
- A supportive and collaborative work environment.

**Ready to Apply?**

Interested applicants are invited to submit a resume and cover letter before 6:00 p.m. on **Wednesday, May 14, 2025** to:

Anica Peter, Human Resources Manager  
Municipality of Thames Centre  
4305 Hamilton Rd.  
Dorchester, ON, N0L 1G3  
Email: [apeter@thamescentre.on.ca](mailto:apeter@thamescentre.on.ca)

*The Municipality of Thames Centre is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. All applicants are thanked for their interest, but only those selected for an interview will be further contacted. Information gathered is under the authority of the Municipal Freedom of Information and Protection of Privacy Act and shall only be used for candidate selection purposes.*