



## **Internal/External Job Posting**

### **Full Time Temporary (12-18 months) Non-Union Position**

### **Planning & Regulations Administrative Assistant**

#### **Who we are**

The Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario. Our team is made up of committed and passionate experts in their fields, including scientists, engineers, researchers, educators, stewards, planners, foresters, recreation experts and much more. Every day, we come to work to improve the health of the natural environment of the Grand River watershed for those who call it home or come to visit. We are a progressive team, dedicated to lifelong learning, collaboration and making a positive impact.

#### **Who you are**

You want to be part of an organization with an environmental goal. You want the work you do to make a difference. You like a team environment where everyone has an opportunity to contribute to achieve a shared goal, no matter their background or level of education and experience. You like problem solving, expanding your horizons and making even the smallest positive impact for your community and the planet.

#### **Why work for us**

At the GRCA, we don't just talk about work-life balance, we promote and encourage it. For this position we offer flexible work hours and wellness initiatives like onsite yoga and an Employee Assistance Program. Our team feels a connection to their work, each other and the community we serve, and when you're "at the office", you won't feel like you're "at the office." Our Administration Centre is located in a tucked away, natural oasis next to the Shade's Mills reservoir, where a walk or lunch at the picnic tables provides the opportunity to be immersed in nature.

#### **Overview of the Opportunity**

Reporting to the Supervisor of Administrative Services, the Planning and Regulations Administrative Assistant provides efficient and effective administrative and technical support to the Planning and Regulation Services Department, including records and database management and reporting, data entry and processing payments, triaging, responding to, or escalating information requests, and general administrative support. This position is responsible for administrative services related to GRCA permit applications. Our candidate will be a lifelong learner and confident self-starter with a high degree of professionalism.

#### **What You'll Do**

- Provide various administrative support for day-to-day operations of the Planning and Regulations Services Department including record keeping and digitization, document management systems, database management, and data entry.
- Provide excellent customer service by processing, responding to and/or triaging inquiries in a helpful and timely manner.
- Conduct research, compile information/file tracking, and prepare summary reports from the planning database and other sources.

- Assist in preparation of background information and drafting correspondence in support of planning and regulations services.
- Generate invoices and process fee payments. Liaise with accounting department as required.
- Ensure web content on webpages related to Planning and Regulation Services is AODA-compliant, and work with staff to assist in drafting and modifying website content as required. Review and remediate reports and other documents to ensure AODA compliance.
- Organize internal and external meetings and events including preparation and distribution of meeting agendas and minutes, booking facilities, catering, and equipment. Attend meetings and events as required. Circulate reminders to staff to ensure report and timelines are met, and required follow-up from minutes is taken.
- Assist department staff with Microsoft Office and Adobe suite of tools.
- Provide coverage for other administrative staff and support to other departments as required including front desk coverage and assist with the training of temporary administrative staff as needed.
- Other related duties as assigned by the Supervisor of Administrative Services or the Manager of Planning and Regulation Services.

### Education

- College Diploma preferably in administration. A diploma in planning or other related discipline will be considered.

### Experience

- Minimum of 2 years of relevant work experience. Experience working in an administrative role in an environmental management or land use planning environment would be beneficial.
- Proven written and verbal communication skills, and excellent interpersonal skills. Demonstrate tact and diplomacy in dealing with members of the public.
- Ability to work in a team or independently with limited supervision and maintain a high level of work productivity and quality with a strong customer service delivery focus.
- Highly organized with the ability to multi-task. Demonstrated experience in file and document management with a high level of attention to detail.
- Advanced knowledge of Microsoft Office 365 (i.e. Word, Excel, Access, PowerPoint, Outlook, SharePoint and Teams), Adobe Acrobat and creating and remediating documents for AODA compliance is required.
- Working knowledge of natural resource management or water management principles and familiarity with the Conservation Authorities Act and associated regulations and municipal planning is an asset.
- Demonstrated ability to use and interpret mapped information including aerial photography, legal surveys, ArcGIS desktop software suite, and web GIS mapping technology is required.
- Valid driver's license and ability to travel throughout the watershed.

### Competencies:

**Professional Judgement:** Demonstrated ability in the area of critical thinking, analysis and assessment of implications, making connections of underlying issues and the ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision-making, bringing clarity and resolution to complex and ambiguous situations, and discretion in dealing with confidential information.

**Integrity/Ethics:** The willingness to hold oneself and others accountable for acting in ways that are consistent with stated values, principles and professional standards.

**Team Work:** Interacts with people effectively. Able and willing to share and receive information. Proven ability to communicate information clearly and professionally to both internal and external groups. The ability to gather facts and pertinent information to gain an understanding before drawing conclusions or taking action. Demonstrated ability to build partnerships and alliances with peers, partners and staff.

**Goal /Action Oriented:** The ability to work in a team or independently with limited supervision and maintain a high level of self-direction, work productivity, quality, and professionalism. Effective problem solving and collaboration skills. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities and sets priorities in a manner that meets competing needs and timely resolution of matters. The ability to work under pressure and handle multiple tasks simultaneously with changing priorities.

**Customer Focus:** Dedicated to meeting the expectations and requirements of internal and external customers. Develops and maintains effective relationships and ensures good communications with stakeholders. Must possess strong customer service skills and the ability to respond to public inquiries with knowledge, tact and enthusiasm.

### **Compensation and Benefits**

- Annual salary pay range \$50,911 to \$61,941 (2025 rate)
- Comprehensive benefits package with mental health services and preventative care after 6 months of employment
- Gold-standard Ontario Municipal Employees Retirement System (OMERS) pension fund with 100% employer matching contributions.
- Free year-round access to GRCA conservation areas (parks).

**Approximate Start Date: February 2025**

To Apply: Please send a resume, cover letter and resume to [careers@grandriver.ca](mailto:careers@grandriver.ca) in MS Word or PDF format and quote "Planning & Regs Admin Assistant" in the subject line.

**Deadline for Applications: 4:00pm January 21, 2025**

**Term of Employment: One Year (potential of an extension)**

We thank you for your interest, however only candidates under consideration will be contacted.

GRCA is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accessibility accommodations at any point during the application and hiring process, please contact us. Any information received relating to accommodation will be addressed confidentially

Pursuant to section 29(2) of the Municipal Freedom of Information and Protection of Individual Privacy Act R.S.O. 1990, C. M.56 the personal information contained on this form is collected under the legal authority of the Conservation Authorities Act, R.S.O. 1990, chapter C.27 and is used for recruitment purposes. Questions about the collection of personal information should be directed to the Manager of Human Resources, Grand River Conservation Authority, PO Box 729, 400 Clyde Road, Cambridge, Ontario N1R 5W6. 519-621-2761.