

## **General Accountabilities**

The Development Planner is responsible for ensuring the provision of a full range of municipal planning services, and ensures that development takes place in accordance with the Town's statutory plans and policies and moves the community to a more sustainable built form.

## **Specific Accountabilities**

### *Customer Service*

- Seek to understand individual client needs and concerns and contribute to finding and implementing the most appropriate solution
- Diffuse upset, anxious and/or angry clients and defer issues to the appropriate person for resolution if needed
- Establish rapport and develop positive relationships with internal and external clients
- Respond in a professional and timely manner to inquiries, complaints or suggestions, ensuring accurate information is provided to clients
- Model the Town of Canmore core values of wellness, respect, integrity, service and teamwork, and act as an agent for positive change
- Is generally knowledgeable about all Town of Canmore programs and services
- Respect customer confidentiality and adhere to all relevant industry regulations, acts, and guidelines
- Engage members of the public and other internal teams as appropriate for decision-making and planning

### *Teamwork/Relationships*

- Back-up the duties and responsibilities of other departmental staff as required for the maintenance of service levels and project deadlines
- Actively participate and engage in team meetings to identify patterns or trends, problem solve issues, improve existing programs or develop new ones
- Consistently demonstrate positive, effective communication skills and interactions with team members and resolve issues when they arise
- Proactively share pertinent information with the department Manager, team members and other Town of Canmore co-workers
- Work cooperatively with team members and all Town of Canmore employees
- Take on a variety of duties as assigned, that may not be part of the regular day-to-day expectations

### *Leadership*

- Demonstrate a willingness and commitment to learning over time for improved service delivery and organizational efficiency
- Behave in alignment with Town of Canmore values and workplace policies; identifies when things are out of alignment and acts as an agent for positive change

- Promote a positive, professional image of the Town of Canmore and acts as a role model for staff, members and the public
- Communicate and addresses issues and concerns as they arise, with the person most appropriate, for a full and respectful resolution
- Align with the Town of Canmore's commitment to sustainable development by working towards achieving targets outlined in the Environmental Sustainability Action Plan

### **Job Knowledge**

- Frequent public contact requiring extensive knowledge and judgment to explain statutory plans and policies
- Review and provide recommendations to the appropriate approval body on proposed amendments to the Land Use Bylaw, subdivision, road closure, encroachments and similar applications
- Research and provide recommendations on statutory plans and Town policies related to planning issues
- Research and draft reports on special projects as assigned by the Manager
- Perform development permit approvals on large complex applications (e.g. multi-family, commercial, industrial, institutional, etc.) and review building permits for compliance as required
- Perform site inspections for compliance with approvals, as required
- Negotiate and draft Development Agreements
- Review and optimize system processes on an ongoing basis
- Provide information to the general public, Administration, Provincial & Federal Agencies, and other municipalities as appropriate
- Ensure compliance with and enforcement of provisions of the Land Use Bylaw, Municipal Government Act, and Town Bylaws and policies as they apply to the full range of municipal planning services. Where violations occur, enforce compliance with the provisions of the Land Use Bylaw.
- Processes Certificates of Conformance as required
- Provide assistance and liaise with other departments on specific projects as required
- Present at public meetings (e.g. Council, committees, community engagement)
- Intermediate to advanced computer skills including MS Office Suite, basic mapping/GIS knowledge, ability to learn the CityView software
- Knowledge of urban design principles
- Ability to collect data by both quantitative and qualitative survey methods
- Is up to date with industry best practices and how to adapt them to our organizational, community and business environment
- Ensures that established policies and procedures are followed for safety, customer service, financial transactions, etc.
- Anticipates sensitive issues and plans an appropriate strategy

### Health & Safety

- Report physical problems to the Facilities department for the provision of a safe work environment
- Participate in the Town's health & safety program and complies with all legislation, policies, directives, procedures and Safe Work Practices relevant to the task being performed
- Understand and carry out the Employee responsibilities as outlined in the Town of Canmore Health & Safety Directive

### Communication

- Consistently demonstrate positive, effective communication skills and interactions with the all Town of Canmore employees and the general public
- Proactively share pertinent information with your team and other areas
- Possess strong written, verbal, conflict resolution, and presentation skills
- Communicates respectfully and tactfully with clients and co-workers

### Innovation

- Identify where efficiencies can be gained and seeks to improve processes and services
- Is willing to implement alternative solutions to what is commonly done
- Participate in creative problem solving aligned with the Town of Canmore core values and acts as an agent for positive change
- Demonstrate responsibility for personal and professional development by seeking out and attending relevant workshops/training to gain new knowledge and skills to enhance the Planning and Development department.
- Uses a flexible approach and creativity to work effectively in a variety of situations and adapt to new ways of doing things

### Education & Certifications

- Post-secondary degree in Urban Planning or related degree – *required*
- Eligible for membership in the Canadian Institute of Planners or equivalent - *required*

### Abilities and Experience

- **Minimum 3 to 5 years'** experience in statutory planning, preparation and review, subdivision and development permitting, and policy development - *required*
- Strong communication skills – demonstrated listening, negotiation, written and oral abilities - *required*
- Experience presenting at public meetings (e.g. Council, committees, community engagement) – *required*
- Intermediate to advanced computer skills, including MS Office Suite, basic mapping/GIS knowledge – *required*
- Graphic software skills – *preferred*
- Experience in reviewing and processing development applications, urban design principles, and land use planning law – *required*
- Organizational habits to understand, realistically plan for and meet deadlines, while adapting to changing demands and priorities – *required*

## Interpersonal Qualities

- Embodies the Town of Canmore Core Value of Wellness, Respect, Integrity, Service and Teamwork
- Confident and approachable nature
- Self-starter who demonstrates initiative
- Enjoys working independently, as well as collaboratively with teams
- Exercises discretion and judgment in handling sensitive information
- Analyzes and solves problems systematically
- Flexible demeanour to easily manage a variety of day-to-day tasks and a work environment where no two days are alike
- Has a calm demeanour under pressure, is a settling influence in crisis
- Is comfortable addressing and resolving conflict situation and angry customers

*Last Updated: July 26, 2021*