
Planning Assistant 1

DEPARTMENT:	Planning & Development	STATUS:	Auxiliary
NO. OF POSITIONS:	1	UNION:	CUPE, Local 387
HOURS OF WORK:	Up to 35 hours per week	SALARY:	\$34.23 - \$40.21 per hour + 12% in lieu of benefits and vacation

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

We're looking for a motivated and organized Planning Assistant to join our Planning & Development team. In this dynamic role, you'll be the first point of contact for development-related enquiries, providing exceptional customer service to residents, applicants, and internal staff. You'll support a variety of planning functions by coordinating development applications, preparing correspondence and referral documents, maintaining records, assisting with permit processing, and providing administrative support on a range of planning projects.

The ideal candidate is a proactive multitasker who thrives in a fast-paced environment, communicates effectively, and enjoys working both independently and as part of a collaborative team. If you're detail-oriented, customer-focused, and looking for an opportunity to contribute to the growth and development of our community, we'd love to hear from you.

Your key accountabilities include:

- Answer internal and external development-related enquiries from the public and applicants by phone, email and in person at the front counter.
- Providing administrative support to the Planning Division staff on citywide, neighbourhood, and subject specific projects including support on land use applications.
- Receiving, setting up, and tracking development application files.
- Reviewing and processing simple applications such as sign permits applications.
- Responding to internal application referrals such as business licenses.
- Preparing and circulating referral memos and other template documents.
- Preparing and distributing letters and other correspondence to external applicants and agencies.
- Documenting permits and supporting the issuance of permits.
- Filing documents using the City's file management tools.
- Maintaining and updating the Department's website and online content
- Performing other clerical, light analysis, review, technical and administrative tasks as assigned by supervisor.

If you have the following qualifications and attributes, we want to hear from you!

- Grade 12 supplemented by technical courses related to the work; or an equivalent combination of training and experience. Previous municipal experience is an asset.
- Sound knowledge of the bylaws, regulations, policies, practices and procedures applicable to the work.
- Demonstrated care and diplomacy in providing excellent customer service.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts, and to employ contemporary service excellence principles.
- Ability to explain and apply various procedures and to assist various contacts on matters related to the work.
- Ability to maintain records using permitting and file management methods and tools (EDMS and Tempest) applicable to municipal planning work.
- Skill in the use of MS Office software (MS Word, MS Excel, MS PowerPoint).
- Strong written and verbal communication as well as listening skills.
- Demonstrates aptitude in problem-solving and excels in a fast-paced environment.
- A self-starter with plenty of initiative and enthusiasm.
- Ability to work independently with minimal supervision, and effectively as part of an integrated team.
- Strong organizational skills and the ability to manage multiple tasks in a fast-paced environment.

**Apply online with your resume and cover letter in one document at
www.newwestcity.ca/employment by July 31, 2026.**

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*