

The *Building Better Communities and Conserving Watersheds Act 2017* (Bill 139) received Royal Assent December 12, 2017.

The legislation enacts the Local Planning Appeal Support Centre Act, 2017, which:

- Creates the Local Planning Appeal Support Centre (LPASC)
- Establishes LPASC as a new independent agency
- Gives LPASC the mandate to establish and administer a cost-effective and efficient system for providing support services to persons determined to be eligible for matters governed by the Planning Act that are under the jurisdiction of the Tribunal

## BILINGUAL INTAKE/RECEPTIONIST

As the key point of contact, this role is responsible for providing general information and intake support regarding the services of the newly formed Local Planning Appeal Support Centre (LPASC). Reporting to the Manager/Registrar, the **Intake/Receptionist** will handle all incoming inquiries received through various channels. These inquiries will range from simple information requests to screening and clarifying incoming requests, and directing the public to appropriate areas or government jurisdictions as necessary.

As the face to the organization, you will use your communication skills and customer service orientation to greet visitors ensuring a positive first impression and providing quality information is provided to the public. You will also be responsible for ensuring contact lists and information are updated, arranging for messenger and delivery services and providing other clerical and administrative support as needed.

### Qualifications:

- Verbal and written French language skills at a superior level
- Demonstrated experience and knowledge of general administrative procedures and records management to provide support and maintain appropriate confidentiality
- Customer service focus to provide callers with clear and concise information
- Superior interpersonal and verbal communications skills to ascertain precise nature of calls and tact and diplomacy when dealing with frustrated callers in a respectful manner to resolve difficult situations
- Proven written communication skills to compose routine correspondence
- Understanding of the culture/diversities of Ontario's communities/citizens
- Cultural competence and understanding to address the needs of a diverse and inclusive client group
- Understanding of land use planning including the development of land use plans and municipal government trends and issues

**To Apply:** Please submit your cover letter and resume with salary expectations to [lpasc-intake@hrassociates.ca](mailto:lpasc-intake@hrassociates.ca) by **March 9<sup>th</sup>, 2018**. For more information about this role, please contact [bridget.humeniuk@hrassociates.ca](mailto:bridget.humeniuk@hrassociates.ca) or 416-237-1500 x. 224. Please note that applications will be assessed on a rolling basis and only qualified applicants will be contacted for an interview.

*The Local Planning Appeal Support Centre is an inclusive employer.  
Accommodation is available under the Ontario Human Rights Code.*