



Make working for
The City work for you.



Applications Inquiries Coordinator

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Application Inquiries Coordinator, you will be accountable for the administration, direction, and supervision of a large, diversified operation. You will lead people from a wide variety of backgrounds and education levels and include Planning Services Technicians, Application Processing Representatives, and Information Management Specialists (for property research). You will also be responsible for a team of direct reports, managing the day-to-day operation and support the Manager with strategic initiatives that achieve the City of Calgary's corporate strategy. Primary duties include:

- Manage the Planning and Development Services call centre, live chat, front counter, online applications, and land use approvals.
- Develop and implement short-term and long-term business strategies to improve customer service.
- Conduct hiring and onboarding of new staff.
- Perform the duties of a supervisor by reviewing staff performance, coaching and mentoring.
- Conduct monthly one on one meetings and career development dialogues with each direct report.
- Perform research and analysis; compose written material for knowledge base outlining business needs.
- Ensure staff have the support, training and tools they need to deliver excellent customer service.

Qualifications

- A completed 2 year technical diploma in Architecture or Planning.
- At least 8 years of related experience that includes at least 5 years of direct supervisory experience.
- A degree in Planning, or a completed Diploma or Certificate in Business Management would be considered an asset.
- Equivalent combinations of experience and education may be considered.
- Success in this role position requires strong leadership skills.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level E \$83,059 - 125,413 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Development, Business and Building Services
Location: 800 Macleod Trail SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: June 27, 2024
Job ID #: 310017

Apply online at www.calgary.ca/careers