



Position Summary

Reporting to the Executive Director of Community Services, the Application Approvals Coordinator is a mid- to senior-level position that, with progressive experience, requires advanced project management, critical thinking, and communication skills. The role is essential to the delivery of the County's integrated development approvals service, being chiefly responsible for supporting staff in reducing application timelines, and for removing obstacles across a variety of municipal approval processes. Supporting the customer in transitioning between different planning, development, and building permit approval steps is another important responsibility. The role is crucial to ensuring that the County meets its goal of delivering an agile development approvals service, based on innovative practices, strong case management, and positive outcomes for customers and County communities.

The Application Approvals Coordinator will champion customer service excellence and demonstrate strong interpersonal skills in working with customers, internal department staff, and other stakeholders. Strong mentorship skills are essential in coaching staff to take a practical and creative approach towards development proposals. The Approvals Coordinator will lead change through constant engagement with developers and customers, and by providing expertise in policy and process improvements.

Core Accountabilities

Customer Service & Stakeholder Engagement

- Act as a case manager and advocate for applicants and customers in resolving delays or concerns on inquiries and application approvals.
- Participate in engagement with customers, developers and other stakeholders to receive and act upon feedback relating to the development approval process.
- Lead by example, by providing superior customer service as well as following and promoting industry best practices and County values and objectives.
- Participate in pre-application meetings with developers/applicants to discuss proposed applications, as required.

Application & File Management

- Monitor applications and inquiries, intervening to support staff and escalating issues to management for direction as required.
- Regularly update and meet with management on applications and inquiries, recommending solutions to progress each file.
- Proactively drive collaboration between the Planning, Building, Economic Development, Enforcement, and Engineering Departments, providing guidance and follow-up on applications.
- Review and troubleshoot the processing of various applications submitted to the County, ensuring alignment with County and Provincial requirements on processing times, as may be required.
- Resolve issues expeditiously and ensure that employee resources are in place and utilized effectively to meet the service delivery standards of the County.

Process Improvement & Research

- Champion the development and implementation of best practices, continuously exploring opportunities for service improvements and efficiencies.
- Support the Community Services division on process improvement projects and significant applications through research, engagement, coordination, and other work.
- Monitor and review Provincial Legislation, policy, processes, plans, and initiatives that may impact the various County approval processes.

Administrative & Mentorship

- Perform routine office tasks including data entry, file management, copying, etc.
- Assist in the preparation of statistical or internal department reports, correspondence, planning maps, and presentation materials.
- Perform other administrative duties and special projects as assigned.
- Mentor more junior staff and act as a resource for other team members according to expertise within the division.

Position Requirements

Completion of post-secondary diploma or a certificate in a related field with a minimum of three (3) years of progressively responsible and diversified experience a project management capacity, preferably in a municipal environment. This is in combination with a

demonstrated track record of working collaboratively in a team environment, and a record of successfully completed assignments. Scope of the experience should include demonstrated awareness and knowledge of municipal planning and/or safety codes permitting. Consideration for equivalent combinations of experience and education will be considered.

- Previous related experience, particularly in a public sector environment, is preferred.
- Familiarity of Municipal Government Act & Safety Codes Act sections and requirements relevant to the position.
- Knowledge of the Alberta planning policy framework and related municipal planning policy documents and regulations.
- Well-developed communication and interpretation skills, with the ability to work both independently and collaboratively in a multi-disciplinary team.
- Requires decision making derived from broad objectives, instructions, and policies. Problems addressed and subsequent decision making are made utilizing factual data and applying fundamental principles.
- Works independently or as part of a team to seek out and synthesize information resources in a clear and concise fashion in the processing of applications.
- Demonstrated leadership skills, team building, conflict resolution, business/technical writing skills, coaching and mentoring abilities in addition to time management, organizational, problem solving and decision making ability.
- Demonstrates strong interpersonal, oral, and written communication skills with attention to detail and accuracy.
- Works collaboratively with and communicates effectively and positively with other team members, departments, and external municipal and provincial government personnel.
- Manages time effectively to juggle multiple deadlines and tasks and is required to work within irregular and tight time frames.
- Makes sound decisions by using rational and logical judgment that reflects an understanding of the consequences of decisions.
- Able to manage time-sensitive and politically sensitive matters and to think and react quickly and effectively to problems that may arise from time to time.

- Demonstrates knowledge of a municipal government organization and maintains a working knowledge of departmental rules, regulations, policies, procedures, and functions.
- Demonstrates superior customer service skills to both internal and external customers.
- Proficient in MS Office suite.
- Possess a valid Alberta class 5 driver's license with minimal infractions.

We thank applicants for their interest. Only those selected for an interview will be contacted.

Applications can be submitted online at www.rockyview.ca/careers

Closing Date: September 30, 2025 or until a suitable candidate is found.