



JOB DESCRIPTION

TITLE: OPERATIONS SHIFT SUPERVISOR

DEPARTMENT: Police Services

LEVEL: 10 (Subject to JE)

Position Last Evaluated: n/a

Job Desc. Last Updated: n/a

JOB SUMMARY

Under the direction of the Manager, Police Support Services, the incumbent supervises, supports, and directs the work of Prison Guard, Switchboard Operator - Police, and Watch Clerk positions. The incumbent is responsible for the completion of data entry and information processing in the Police Information Management Environment (PRIME), Uniform Crime Reporting (UCR), Ibook, and the Canadian Police Information Centre (CPIC) computer systems. The Supervisor performs specialized quality assurance and data maintenance of the Records Management Systems (PRIME, Ibook, CPIC); reviews and evaluates workflow with the PRIME Coordinator and Records Supervisor.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Supervises and directs staff involved in the Operations Support Unit; ensures policies and procedures are adhered to; plans, schedules, assigns and monitors work; provides performance feedback, identifies and recommends training and may participate in staff selection and deal with performance issues.
2. Working with the Police PRIME Coordinator and Records Supervisor, reviews the effectiveness and efficiency of work processes and workflow; coordinates the implementation of information system changes including testing and development of documentation for user training. Policy changes are reviewed and condensed for dissemination to staff for the changes in work procedure.
3. Maintains training materials and plans required for police related applications to assist staff with work procedures and ensures staff are updated on changes in programs, protocols, policies, and procedures.

4. Reviews operational police occurrence files for accuracy and completeness. Performs audits of RCMP Records Management systems (PRIME) and ensures Canadian Centre for Justice Statistics deficiency reports are rectified in a timely manner and ensures quality control is maintained according to established policies and procedures.
5. Retrieves, compiles and analyzes statistical data and prepares a variety of reports and correspondence as directed or requested by the Senior Management Team of the RCMP.
6. Ensures all CPIC records, entries, removals, and modifications comply with National CPIC policy. Confirms all CPIC records as required including property, persons records, arrest warrants, probation orders, release orders and appearance notices are entered in a timely manner. Ensures CPIC messages are monitored and actioned as required or sends and receives narrative messages.
7. Reads and scores all operational files by identifying proper crime types and ensures proper classification. Reviews entities and text pages; ensures completeness and quality of written material in compliance with established policies and procedures.
8. Acts as a liaison between Records Management Unit (RMU) and RCMP members. Ensures all RMU and recordkeeping functions for all operational RCMP members are carried out. Returns files to investigators when additional information is required.
9. Monitors and performs maintenance of the Master Indices (MI) to ensure data integrity by correcting all deficiencies identified. Advises other RCMP detachments and/or police departments of any correction made that may be relevant to their files and Known Offender Records. All files are reviewed when any MI issues are identified in their initial stages.
10. Ensures the prison cells are managed in accordance with RCMP and City policies and procedures.
11. Ensures the CPIC, PRIME, IBOOK, and UCR records are updated, accurate, and in compliance with policies and procedures.
12. Attends and leads various meetings/information sessions in relation to the unit.
13. Maintains an inventory of supplies required to fulfill the functions of the unit
14. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of the structure of the RCMP and its relationship with other federal and provincial departments and municipal administration and City and RCMP Regulations, policies, and procedures.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES (cont.)

Thorough knowledge of RCMP Records Management systems including PRIME/UCR, JUSTIN, IBook, CPIC and other specialized software.

Working knowledge of the Criminal Code of Canada, other Federal Statutes, BC Provincial Statutes, Municipal Bylaws, and the judicial system.

Thorough knowledge of current office procedures, practices, and equipment.

Ability to plan, assign, and supervise work of staff in accordance with department performance standards and philosophies.

Ability to plan, prioritize, and have exceptional time management and organizational skills, and work with minimum supervision. Ability to exercise considerable initiative and independence of judgment in the performance of duties.

Ability to work under pressure due to the frequency of interruptions, volume of work, multiple assignments, priority tasks, and stringent timelines.

Ability to communicate with courtesy and tact in order to obtain and/or distribute routine data or information to internal and external customers. This may involve the ability to probe for information and clarification.

Ability to process highly confidential and sensitive material with discretion.

Advanced verbal and written communication and interpersonal skills, and ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

Proficient computer skills in word processing programs (such as Word) and spreadsheet programs (such as Excel), with a minimum typing speed of 50 wpm and minimum data entry speed of 100 spm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12.

A minimum of 3 years' experience working in a police environment with RCMP records management systems, including a minimum of 1 year supervisory experience.

Or an equivalent combination of education and experience.

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.