



JOB DESCRIPTION

TITLE: **MANAGER, POLICE SUPPORT SERVICES**

DEPARTMENT: **Police Services**

Position Last Evaluated: Feb 2015

Job Desc. Last Updated: Nov 2024

GENERAL ACCOUNTABILITY

Reporting to the Director, Police Services, the Manager, Police Support Services is a member of the management team of the RCMP Nanaimo Detachment. The position manages the police records unit, reception and information services, operational and administrative support, accounting, and building maintenance functions, as well as activities related to custody of prisoners. The incumbent acts as liaison between the City and the RCMP on various human resources, financial, building maintenance, and administrative issues and ensures that all applicable City policies, contracts, rules, regulations, and agreements are administered properly. The incumbent is the City's senior management representative in the Detachment and is responsible to ensure that the Municipal Police Unit Agreement (MPUA) is managed appropriately.

The incumbent works under general direction and exercises considerable independent judgment and action in all aspects of the work. Policy matters are discussed with the RCMP and City authorities. Work is evaluated in terms of achieving departmental objectives and delivering efficient and effective service to the detachment.

NATURE AND SCOPE OF WORK

Manages activities relating to operational and administrative support, accounting, information technology, custody of prisoners, building maintenance and, a variety of functions including police records management, reception and information services, court liaison, exhibit and property administration, traffic and general duty stenographic services, switchboard operations, and fleet management for the detachment.

Identifies inefficient work processes and develops, recommends, and implements new/improved work methods, procedures, and systems to support and control operations in accordance with City and RCMP requirements, and amends and updates operational and procedural manuals accordingly.

NATURE AND SCOPE OF WORK cont.

Responsible for selection, appointment, and appraisal of staff, approval of training programs, and recommending promotion, discipline, and termination as appropriate. Confers with department staff and their representatives to resolve complaints and grievances. Reviews effectiveness of assignments and provides advice and guidance and assists staff with difficult administrative and technical problems.

Prepares the annual police services budget in consultation with the Director and the Officer-in-Charge for approval by senior management, and is responsible for the administration of the budget.

Oversees the maintenance and servicing of police facilities, including buildings, grounds, and equipment and can act as project manager for building renovations and alterations.

Establishes and maintains effective liaison between the City and the RCMP on matters pertaining to human resources, labour relations, finance, budgeting, purchasing, and payroll and in the management and administration of the Municipal Police Unit Agreement and any other police related agreements. Ensures that the annual notification requirements under the MPPUA are adhered to on a timely basis.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of management principles, including human resources and labour relation policies.

Thorough knowledge of accounting principles and methods and their application to a variety of accounting transactions and problems.

Thorough knowledge of pertinent City and RCMP legislation, regulations, policies and procedures, and the Municipal Police Unit Agreement.

Sound knowledge of law enforcement and the relevant cultural aspects of police work.

Ability to plan, organize, manage, direct and monitor programs, services and personnel.

Ability to analyze and evaluate accounting and auditing problems and take corrective action in accordance with accepted accounting principles and City policy and practice.

Exceptional 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.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to manage confidential and sensitive issues and materials with discretion and exercise sound judgment in making decisions in accordance with rules, regulations, policies and procedures.

Ability to meet and deal tactfully, efficiently, and effectively with City staff, Council members and other officials, business, and the general public.

Ability to identify, initiate, and/or carry out research and studies, and to prepare reports, correspondence, and budgets.

Strong organizational, problem solving, and time management skills.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

University degree in Business or Public Administration or related discipline from a recognized educational institution.

A minimum of 5 years' experience in municipal administrative management, preferably in a police or related environment, including proven management supervisory experience.

An acceptable equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Ability to obtain and maintain RCMP security clearance is mandatory.

Possession of a valid Class 5 BC Driver's Licence.

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.

GENERAL STANDARDS cont.

Contributes in 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.