

# ROLE DESCRIPTION

<u>JOB TITLE:</u> ASSISTANT MANAGER <u>SCHEDULE:</u> EXEMPT

**DIVISION:** POLICE SUPPORT SERVICES

DEPARTMENT: COMMUNITY SERVICES AND PUBLIC SAFETY

#### **JOB SUMMARY:**

The Assistant Manager is responsible for overseeing the provision of support services to the RCMP in the areas of file management, statistical reporting, guardroom, and the court liaison and exhibit custody functions. The incumbent participates as part of the management team in ensuring the smooth operation of the RCMP Detachment, and acts in the place of the Manager of Police Support Services when the Manager is away. The incumbent provides leadership and direction to immediate subordinates on all matters that affect the operation and the division's ability to meet its strategic objectives. Further responsibilities include ensuring quality control in various areas, participating in short range and mid-term operational planning functions, participates in the detachment's Health and Safety Committee, and coordinates building maintenance issues and changes.

## **ORGANIZATIONAL STRUCTURE:**

This position reports to the Manager, Police Support Services.

Reporting directly to this position are:

- Head Exhibit & Property Custodian
- Records Supervisor
- Court Liaison 2
- Head Jail Guard
- Head CPIC Operator
- RCMP Casual Clerks
- Head RCMP Service Representative

#### **NATURE AND SCOPE:**

The Assistant Manager provides leadership and daily supervision to municipal employees and provides direction on workflow and priorities. The incumbent appraises the performance of staff, when required, initiates and implements progressive discipline procedures. The Assistant Manager is responsible for hiring; ensuring that every new employee receives an orientation; identifying and implementing staff training and development needs; preparing work schedules; approving vacation requests; monitoring and following up on other employee absences; and ensuring job descriptions are kept current and updated when appropriate.

The Assistant Manager is responsible for achieving strategic, financial, and operating goals and for ensuring that his/her areas of responsibility operate in accordance with the policies established by the City. The incumbent is responsible for identifying, developing and implementing improved work place practices and procedures. S/he ensures that existing policies and procedures related to the operation of the Detachment are clearly identified, documented, communicated to staff, and consistently applied and that all government agency regulations are complied with.

The Assistant Manager develops and administers programs, policies, procedures and strategies designed to ensure the coordination of all physical, staff and technical requirements necessary for the smooth operation of municipal support services.

S/he develops strategies, alliances and partnerships with the City, all stakeholders, partners and associates to create business solutions to meet the goals of financial viability and operational efficiencies. The Assistant Manager liaises with other divisional staff, City staff, committees, contractors, regulatory agencies and the general public. The Assistant Manager is responsible for ensuring that customer service is a priority and that all customers receive consistent, efficient and professional customer service. Customers include, but are not limited to, RCMP personnel, internal customers, members of the general public, and representatives of other businesses and agencies. The incumbent will be required to attend court in any Coroners Inquests and assist with any other investigative processes and procedures.

# **CONTACTS:**

The Assistant Manager has considerable involvement with all levels of management and routinely deals with confidential material and sensitive issues. The position has regular contact with RCMP members, and acts as a representative of the City with other levels of government and community groups.

## **EDUCATION & TRAINING:**

The successful candidate will hold a degree in Business Administration or a related discipline, along with at least five years' experience in a supervisory capacity within a unionized environment. A minimum of three years' experience in a police environment is required, along with strong computer abilities in a Windows-based environment. Previous involvement in managing budgets is an asset.

Strong supervisory and communication skills are required to manage staff in this diverse facility. The Assistant Manager must demonstrate excellent interpersonal skills and discretion in dealing with various internal and external customers in a professional and efficient manner. The incumbent openly and respectfully communicates in a way that promotes understanding in both verbal and written form. Strong organizational and time management skills, along with the ability to work to deadlines, are critical. Sound judgement and problem solving abilities are essential, as is demonstrated initiative and the ability to work independently and effectively. The Assistant Manager must have exceptional ability to develop effective, professional working relationships with staff, co-workers, the RCMP, and other regulatory agencies. The incumbent must possess a high degree of confidentiality. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Drivers license: No. Vehicle Usage: No.

Criminal Record Check: Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Reliability Status.

Revised by: **Devon Cooper** Date revised: April 25, 2017 Revised by: **Devon Cooper** Date revised: June 2017 Revised by: **Devon Cooper** Date revised: January 2020