



CITY OF  
PRINCE GEORGE

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# ROLE DESCRIPTION

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**JOB TITLE:** ASSISTANT MANAGER                      **SCHEDULE:** EXEMPT  
**DIVISION:** POLICE SUPPORT SERVICES  
**DEPARTMENT:** PUBLIC SAFETY

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## **JOB SUMMARY:**

The Assistant Manager provides expertise and support in all matters related to management of employees and the municipal workforce. Specific accountabilities include: ensuring that the division's hiring activities are conducted in a legally-defendable manner and in accordance with City requirements and industry best practices; assisting unionized supervisors to manage and improve performance; identifying potential disciplinary issues and implementing progressive disciplinary penalties; proactively managing absenteeism; supporting employees to effectively resolve conflict in the workplace; and recommending and coordinating attendance at various training opportunities. The incumbent serves as an advocate for health and safety and participates in the detachment's Health and Safety Committee and has primary responsibility for coordinating all building maintenance needs.

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 incumbent is away.

## **ORGANIZATIONAL STRUCTURE:**

This position reports to the Manager, Police Support Services. Although this position has no direct reports, there is direct responsibility for managing the full scope of employment issues for all unionized employees in the division.

## **NATURE AND SCOPE:**

The Assistant Manager provides leadership to municipal employees by ensuring that the division operates in accordance with City policies and in accordance with the CUPE collective agreement. He/she assists the Manager with the development and implementation of any programs, policies, procedures and strategies related to employment matters. The incumbent ensures that new or existing policies and procedures are clearly identified, documented, communicated to staff and consistently applied, and that all government agency regulations are complied with.

He/she provides support in the areas of performance management, progressive discipline, absenteeism management, training, health and safety, conflict resolution, and various initiatives intended to improve efficiency and employee engagement. The incumbent acts as a resource for unionized supervisors, and mentors staff in all areas related to employment issues.

The Assistant Manager is responsible for coordinating all recruitment activities for the division and ensures that hiring practices are legally defensible and consistent with City and requirements and collective agreement provisions. The incumbent is responsible for ensuring that job descriptions are current and updated as required and ensures that every new employee receives an orientation including identification of job-specific safety hazards.

The Assistant Manager works with unionized supervisors to identify and implement staff training and development needs, coordinates attendance at various training functions, and ensures that appropriate records are forwarded to Human Resources. As required, the incumbent develops and delivers training to municipal employees on a variety of subjects.

The incumbent serves as an advocate for workplace health and safety and ensures that divisional work practices comply with relevant safety legislation and regulations. He/she ensures that safe work procedures are followed, oversees the investigation and reporting on all incidents, and implements corrective actions and other improvements to workplace health and safety practices.

The incumbent supports unionized supervisors in appraising the performance of staff and assists in the development of strategies and techniques to measure and improve performance. As required, the incumbent initiates and implements progressive discipline procedures and penalties.

The incumbent monitors employee absences and works collaboratively with the City's Disability Management Specialist to implement return-to-work requirements for individual employees.

The incumbent has responsibility for developing and communicating staff schedules to ensure adequate coverage of municipal employees.

The Assistant Manager has primary responsibility for all property management needs and ensures that all building maintenance needs are met in a timely and cost-effective manner.

### **CONTACTS:**

The Assistant Manager works in close partnership with the Human Resources and Corporate Health and Safety divisions to ensure that employment practices and workplace initiatives are undertaken in a manner consistent with City practices, requirements and expectations. The incumbent has considerable involvement with all levels of employees and 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 Human Resources or a related discipline, along with at least five years' related experience within a unionized environment. Considerable knowledge of fundamental human resources practices is required, as is knowledge of health and safety regulations, occupational hazards and safe work practices as it relates to the work.

The ability to build and maintain strong professional partnerships is essential for this role. Strong interpersonal and communication skills are critical. The Assistant Manager must demonstrate

considerable tact and discretion in dealing with a wide variety of personalities and confidential personnel matters.

Other critical attributes include:

- superior consultation, communication, supervisory and interpersonal skills;
- strong organizational and time management skills, together with the ability to meet deadlines;
- well-developed research, analytical and problem solving skills;
- demonstrated initiative and ability to work in an independent manner while functioning as part of a management team;
- the ability to deal with confidential information with the utmost discretion;
- the ability to openly and respectfully communicate in a way that promotes understanding in both verbal and written form;
- the ability to establish and maintain cooperative, professional relationships with a broad range of internal and external contacts;
- a results-driven, high-energy team player that approaches challenges in a constantly changing environment with enthusiasm;
- the ability to build, and work within, a proactive team environment;
- positive outlook and approach; and
- strong computer abilities in a Windows-based environment.

Valid BC Drivers license:

Yes.

Vehicle Usage:

Yes - infrequent.

Police Information 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  
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