



## **JOB DESCRIPTION**

**TITLE:**                   **MANAGER, POLICE SUPPORT SERVICES**

**DEPARTMENT:**       **Police Support Services**

**Position Last Evaluated: Feb 2015**  
**Job Desc. Last Updated: Sep 2018**

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### **GENERAL ACCOUNTABILITY**

Reporting to the Director of Public Safety, 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 and commercial transport bylaw enforcement. 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, commercial transport bylaw enforcement and building maintenance and, through a subordinate manager, 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 coordination.

Responsible for selection, appointment and appraisal of staff and approval of training programs, and recommends 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.

**NATURE AND SCOPE OF WORK (Cont)**

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; amends and updates operational and procedural manuals accordingly.

Prepares the annual police services budget in consultation with 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 acts as project manager for building renovations and alterations.

Ensures that the annual notification requirements under the MPPUA are adhered to on a timely basis.

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.

**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.

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 other relevant discipline.

A minimum of 5 years' experience in municipal administrative management, preferably in a police or related environment, including 3 years' in a management supervisory role.

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 OHS 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 OHS Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

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

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.