



JOB DESCRIPTION

TITLE: OPERATIONS SUPPORT SUPERVISOR

DEPARTMENT: Police Support Services

LEVEL: 10 (Subject to JE)

Position Last Evaluated: Dec 2014
Job Desc. Last Updated: May 2025

JOB SUMMARY

Under the direction of the Manager, Police Support Services, and under the general supervision of the Operational NCO, the incumbent supervises, schedules, and directs staff involved in the Operations Support Unit. The incumbent is responsible for the efficient operation of all operational support services ensuring that a high level of customer service and overall support service is sustained. The Supervisor ensures compliance with RCMP procedures and policy in relation to information released pursuant to the Access to Information Act/Privacy Act, the safe handling of court exhibits and property and the transcription of statements. The incumbent works with minimal supervision and exercises independent action and judgment in daily work.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Supervises, schedules 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. Reviews the effectiveness and efficiency of work processes, delegates assignments, and reviews operational police occurrence files and criminal record checks for accuracy and completeness.
3. Supervises cash collections and maintains point of sale systems.
4. Liaises with other City Departments, Police departments, agencies, and municipal governments as required.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5. Ensures the processing of any monies is received according to policy and accounts for all money ordered forfeited, or unclaimed found property, and transfers cash assets to the Detachment financial section for deposit.
6. Ensures that exhibits and property are maintained to ensure their availability for court purposes and disposition prescribed by law.
7. Ensures that statements are transcribed in priority order and in accordance with the standards required for disclosure to Crown Counsel.
8. Coordinates electronic civil fingerprinting including training, maintenance, collection of fees, implementation of new software and hardware, and liaises with the RCMP to provide efficient service delivery.
9. Ensures all non-detachment personnel and visitors are properly identified, signed in, and provided with security documentation.
10. Reviews for accuracy and completeness traffic related disclosure requests, traffic/bylaw ticket disputes, correspondence and reports prepared by staff.
11. Conducts internal audits and quality assurance reviews of PRIME records created by the Unit.
12. Supervises, coordinates, and maintains logs of Detachment freight, courier shipments, and mail services that are received or sent through the front reception area.
13. Ensures the appropriate level of bilingual services is provided as required by Federal legislation.
14. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of the rules, regulations, policies, and procedures applicable to the release of information to the public and agencies.

Considerable working knowledge of law enforcement procedures, the Criminal Code and Controlled Drug and Substances Act and Regulations as it relates to court procedures and the admissibility of evidence.

Considerable knowledge of the Criminal Code, Federal and Provincial Statutes, and Municipal Bylaws.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES (cont.)

Considerable knowledge of police occurrence reporting, evidence collection, standard police procedures, and RCMP policy.

Sound working knowledge of the structure of the RCMP and its relationship with other Federal and Provincial departments and municipal administrations.

Thorough knowledge of basic accounting principles, and point of sale systems.

Knowledge of the Firearms Act and Regulations, safe handling of firearms, weapons, and dangerous goods.

Ability to work under considerable pressure due to the volume of work, multi-priority assignments, and frequency of interruptions.

Ability to perform with minimal supervision, and exercise independent action and judgment in accordance with rules, regulations, policies, and procedures.

Ability to deal with difficult clients either in person or on the telephone, and ability to deescalate volatile situations.

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

Ability to analyze complaints and determine offence, if any. Ability to determine potential problems, especially in tense and hostile situations.

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 provide strong leadership through well-developed interpersonal and supervisory skills.

Proficient computer skills in word processing programs (such as Word) and spreadsheet programs (such as Excel), and Municipal computer programs (such as Tempest, SAP).

Thorough knowledge of RCMP computer systems such as PRIME, CPIC, JUSTIN, Ibook and Evidence Manager.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12.

MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.

A minimum of 3 years' experience in a police environment, including 1 year of related supervisory experience.

Attainment and maintenance of Canadian Firearms Safety and Canadian Restricted Firearms Safety courses.

Attainment and maintenance of Ministry of Public Safety and Solicitor General Special Provincial Constable designation for document service.

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

Or an equivalent combination of education and experience.

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.