

CITY OF PITT MEADOWS

JOB: Manager, RCMP Support Services**DEPARTMENT:** RCMP SERVICES**DIVISION:** Corporate Services**LOCATION:** RCMP DETACHMENT

GENERAL ACCOUNTABILITY

The Manager, RCMP Support Services is a member of the detachment management team and is responsible for the administrative function of the detachment and is also accountable for the performance, human resource management and supervision of a number of sections within the detachment. In this role, you will provide managerial oversight for a broad range of operational support services, in the areas of: cell block, community policing, court documentation, crime analysis, crisis intervention, fleet, quality assurance, exhibits, integrated teams, the operational communication centre, court liaison services, records, and front counter services.

The position exercises a significant degree of independent initiative, judgment and action in accordance with policies, plans and objectives. Work performance is reviewed and evaluated by the Director of Corporate Services with input from the RCMP Detachment Commander in terms of the effective management of RCMP support services and attainment of City objectives.

This position is required to effectively maintain and refine a newly established RCMP administrative support system:

- Drawing on your knowledge and past experience, create and implement department administrative processes and workflows for the RCMP office.
- Collaborate with interest holders, including law enforcement personnel, IT professionals, and administrative staff, to gather input and requirements for the new processes and procedures.
- Develop a comprehensive plan for the new department systems, including timelines, milestones, and deliverables.
- Oversee the development and implementation of the processes and procedures, ensuring they align with the needs of the RCMP office and comply with legal and regulatory requirements.
- Create training programs and materials to educate law enforcement personnel and administrative staff on the new systems, ensuring their successful adoption and usage.
- Manage and monitor the performance of the new department systems, identifying and resolving any issues that arise.
- Evaluate the effectiveness of the new systems and making recommendations for improvements to enhance their efficiency, usability, and functionality.
- Ensure the security and integrity of the new systems, implementing measures to protect sensitive data and prevent unauthorized access.

REGULAR NATURE AND SCOPE

This position reports directly to Director, Corporate Services while receiving day to day operational direction from the RCMP Commander. The position ensures the effective provision of civilian police services.

As a member of the detachment management team, the position participates in the strategic planning discussions of the detachment and then translates those discussions into the financial needs of the detachment for subsequent inclusion in municipal business planning and budget discussions.

The Manager attends budget and council meetings with the RCMP Detachment Commander to present, explain and seek approval of the operating and capital budgets.

The Manager participates in the development of the RCMP capital and operational budgets (including the civilian staff budget); closely monitors approved budgets and keeps the Director and Detachment Commander informed of any substantive variances.

Works with RCMP E Division Budget Analysts including monitoring and tracking of monthly GL Reports, Billing, special projects, expenditures, procurement and compiles statistical information and reports as required.

The Manager generates and analyzes financial reports to assist superiors in assessing financial/budget performance.

Reviews expenditures against budgets, reconciles discrepancies, identifies variances and provides explanations, identifies problem areas and recommends course of action. Acts as liaison for budget and finance enquiries and participates in budget meetings as required.

This position is responsible for a number of sections within the RCMP detachment including the management of (9+) municipal employees engaged in court services, victim services, community police support, exhibits, guarding, operational support and other services such as general police clerical duties.

The Manager participates in recruiting, hiring and discipline of staff; is responsible for orientating, mentoring and coaching of staff; monitoring and reviewing personnel work performance and reports; schedules shift coverage for staff including clerical relief staff, authorizes overtime and vacation requests; manages employee leave, and return to work practices; as well as scheduling and providing internal training and development.

The Manager provides direction, supervision and coordinates staff in a 24 hour/7 day a week police detachment; provides counseling and advice to staff on various internal and external issues, as well as ensuring applicable rules, regulations, policies and agreements are properly administered and in compliance with three different levels of government policies – municipal, provincial and federal.

Provides guidance, coaching and recognition necessary to motivate departments staff to work at their highest level of performance.

The Manager attends monthly Occupational Health and Safety meetings; ensure WCB compliance throughout building; investigates and reports all workplace injuries; follows up with employees and conducts regular workplace inspections; coordinates the building's fire emergency plan; participates in other related committee meetings.

The Manager attends meetings, prepares reports and recommendations, provides resources and manages/coordinates various projects, new systems, new methods/procedures to improve work processes for the detachment.

The Manager will perform any other related duties or projects as assigned by the Director and/or the DETACHMENT COMMANDER (or delegate).

Ensures for the maintenance and servicing of the detachment building; recommends acquisition of new office equipment.

Responsible for duties relative to the detachment's administrative processes involving RCMP members' activities, including petty cash, payroll and expense claims, scheduling, and kit and clothing orders.

Writes, edits, and produces correspondence and compiles reports for the Division as required. Establishes and maintains effective communication including effective customer service and communication with the public and outside agencies. Represents Division on various corporate teams.

Attends and actively participates in management strategic planning meetings; reviews, develops, recommends and/or implements improvements to streamline and reduce costs, improve overall Divisional efficiency in areas such as the budget process, improved work processes, new systems etc.

Promotes a culture of collaboration, customer focus, and quality of services.

Keeps current with RCMP Policies and Procedures for Finance, Fleet, Procurement and Extra Pay and ensure staffs are following the Policies and Procedures.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS

Considerable knowledge of the Municipal Act, Statutes, policies, RCMP detachment rules, regulations and by-laws governing departmental operations.

Considerable knowledge of the structure of the RCMP operating budget, civilian staff operating budget, capital budget as it relates to RCMP projects and, the reserve accounts established for RCMP purposes.

Sound knowledge of accounting and financial management principles and practices.

Considerable knowledge of modern office management and of administrative principles and practices.

Sound knowledge of progressive management and supervisory methods, techniques and procedures.

Sound knowledge of Human Resources best practices.

Ability to select and train staff, and to plan, assign and supervise the work of subordinate supervisory, technical and clerical staff.

Ability to represent the City in Labour Relations matters relating to the management of employees including participation in employee discipline, grievance administration, collective agreement interpretation, input into City employment policies and input and/or participation in collective bargaining.

Ability to establish and maintain effective working relationships with national, regional and local RCMP staff; Municipal staff, and external contacts.

Ability and professional skill in analyzing and evaluating data for complex problem solving.

Ability to research, analyze and make recommendations on issues relating to the work; including the ability to present such research/recommendation in effective and concise written and/or verbal reports/presentations.

Considerable knowledge of the purpose and functions of the sections reporting to the position.

Ability to resolve conflicts without major disruption to work flows or interpersonal relationships.

Ability to process highly confidential and sensitive material with discretion, and exercise sound judgement in making decisions in accordance with rules, regulations, policies and procedures.

Ability to perform all duties under minimal supervision.

EDUCATION, TRAINING AND EXPERIENCE

The knowledge, skills, and experience required for this job are usually obtained through a recognized bachelor's degree in a related discipline, plus five to seven years of progressively responsible leadership experience in an operational department, or an equivalent combination of education, training, and experience. Acceptable combinations of education and experience may be considered for this position.

Considerable knowledge of all operational aspects of policing environments such as records, custody, exhibits, fleet, detachment administration, crime analysis, victim services, volunteer programming, public communications, and police information technology.

RCMP Enhanced Security Clearance is required