

JOB DESCRIPTION – RCMP OFFICE MANAGER

GENERAL ACCOUNTABILITY

Reporting to the Operations Support NCO Quesnel RCMP Detachment and the Director of Corporate and Financial Services, the incumbent is responsible for providing effective operational support to the Detachment Senior Management by supervising the functions carried out by the municipal staff within the Quesnel RCMP Detachment.

The incumbent shall be responsible for the supervision of all City of Quesnel Municipal Employees at the Quesnel RCMP Detachment (Clerks, Front Counter Clerks, Exhibits, Guards, Victim Services). The RCMP Office Manager will ensure that all operations within the scope of the municipal employees are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with operational policies and procedures.

KEY RESPONSIBILITIES

- Incumbents' day to day operations will be coordinated with the Operations Support NCO of the Quesnel RCMP Detachment and the Director of Corporate and Financial Services.
- Develops and maintains effective working relationships with all Municipal and Public Service personnel employed at the Quesnel RCMP Detachment.
- Provides leadership and oversees the daily activities of assigned areas, sets priorities, schedules work assignments and co-ordinates and supervises Municipal Staff Employees.
- Maintains attendance records, assigns shifts, approves vacation requests, timecards in HRIS My Way and overtime for Municipal staff.
- Manages and schedules training for Municipal Employees.
- Oversees that logistical and supply needs are met for the operations of the RCMP Detachment guardroom.
- Involved in operational audits and processes involving municipal staff.
- Supports Detachment Senior Management in municipal employee recruitment by coordinating job postings, conducting new hire orientation, and assisting with staff development activities. Contributes to the preparation and updating of job descriptions and provides support on employee discipline and related human resources processes.



- Develops and maintains a high level of communication and interaction with senior management, supervisors and constables of the Quesnel RCMP Detachment, providing assistance and support by effectively addressing a wide variety of inquiries.
- Assists the RCMP Detachment Senior Management with the development and implementation of operating policies and procedures, internal recording documents, best practices and ensures compliance with the associated legislations and regulations as it relates to the duties of Municipal employees in carrying out their duties.
- Ensures compliance with the policies and procedures of the City of Quesnel and the Quesnel RCMP and maintains strict confidentiality as required.
- Supports Health & Safety policies and procedures by ensuring staff compliance. Conducts regular staff meetings, recommends training, follows up on related incidents and addresses issues as necessary through corrective action.
- In the PRIME environment, conducts research projects and crime analysis for the Detachment Senior Management.
- Provides administrative support to the Human Resources department under the direction of the HR Advisor. May include assisting with recruitment activities, policy updates or other human resources projects.
- Compiles, processes, and maintains employee documentation and records, ensuring employee database information is accurate and current.
- Performs related duties as required.

REQUIREMENTS

Education and Experience

- Post Secondary Diploma or Degree in Business Management or Human Resources Management. An equivalent combination of education and experience will also be considered.
- Must obtain and be able to maintain an enhanced RCMP security clearance.
- Must be able to work effectively with minimal supervision.
- Must be able to express oneself clearly, both orally and in writing.
- Must have the ability to exercise courtesy and tact when dealing with RCMP members, outside agencies, media and members of the public on potentially sensitive matters.
- Preferred experience working in a police environment with considerable knowledge in implementation of policing policies and procedures including working knowledge of Police Records Information Management



- Environment (PRIME), Canadian Police Information Center (CPIC), Police Information Retrieval System (PIRS).
- Preferred knowledge of legislation in areas of disclosure and the release of Police records through Police Information Checks and disclosure to other Federal and Provincial Agencies.
 - associated with purchasing equipment and supplies.
 - Ability to provide leadership and direction to subordinates.
 - Minimum 2 years supervisory experience in a unionized environment
 - Experience with conflict resolution and negotiation skills
 - Advanced skills in computer applications including Microsoft Office products (Word, Excel, and Outlook)
 - Valid BC Class 5 Driver's license

HOURS OF WORK:

40 hours per week