



Wanted: DETACHMENT SERVICES SUPERVISOR

The Job

The Town of Edson is seeking to fill the pivotal position of Detachment Services Supervisor (RCMP). As our preferred candidate, you will be a motivated leader with experience in the RCMP detachment environment as a working supervisor, providing leadership and mentorship to the Municipal support staff. Working closely with the Senior Manager, Protective Services, and the Detachment Commander, the incumbent will ensure that the clerical needs of the RCMP are met efficiently and consistently. This person will also be proficient in operating the automated systems used by the RCMP and have extensive knowledge of Town and RCMP policies and procedures, including but not limited to Municipal Bylaws, Provincial and Federal Statutes, Criminal Code, Motor Vehicle Act, and the ability to read and interpret same.

The Candidate

This highly organized individual will possess exceptional communication and leadership skills and excel under pressure. You will lead with a forward-thinking approach that promotes a team environment to improve overall performance and service.

In addition to the above, the person we hire will possess:

- High school diploma plus post-secondary education in Criminal Justice, Business Administration, Public Administration, or a closely related field.
- Minimum five (5) years progressive experience within an RCMP detachment or minimum of seven (7) years related experience.
- Extensive knowledge of Town and RCMP policies and procedures, including but not limited to Municipal Bylaws, Provincial and Federal Statutes, Criminal Code, Motor Vehicle Act, and the ability to read and interpret same.

Due to the nature of this position an RCMP Enhanced Reliability Security Clearance is required prior to commencing employment. This person must place the residents we serve at the top of their priority list and ensure that everyone continuously strives to effectively collaborate to this end.

Now let's talk compensation

The wage range for this position currently sits at \$67,500 - \$82,500 per year and is based on a 35-hour work week. Candidate placement within the range during the first six months on the job is dependent on experience and qualifications.

This position also offers an unparalleled benefits package, which includes:

- A pilot program that awards **6 weeks of vacation per year**, regardless of your length of service,
- A \$250/year Active Living Allowance,
- Excellent Sunlife benefits through Alberta Municipalities, and
- An excellent defined-benefit pension plan through LAPP!



How do you apply?

Send us a resume and a cover letter by 4:00 pm, January 13, 2023. In that cover letter, please tell us **who you are**, **what you value**, and **why you want to step into this position**.

Please send your cover letter and resume to:

Email: humanresources@edson.ca

Be sure to quote Competition Number: EDSOM-202213

Detachment Services Supervisor

JOB DESCRIPTION

General

Reporting to the Senior Manager, Protective Services, the Municipal Support Manager is accountable for the effective day-to-day operational and management functions of the Municipal operational support services for the RCMP detachment. This position is the day-to-day liaison between Municipal support staff and the RCMP Detachment Commander.

Primary Responsibilities and Authority

Operations

- Function as the key liaison between RCMP, Provincial and Federal Courts, and Crown Attorney's Office.
- As and when required, attend Provincial Court as RCMP Crown Office Liaison.
- Manage the development, implementation, and monitoring of business and/or legal processes and workflows for the detachment.
- Maintain the level of expertise required to ensure that Municipal support staff operations are in full compliance of all relevant policies and procedures.
- Maintain awareness of changes to Town and RCMP policies and advise subordinates.
- Develop and/or modify office procedures to maximize efficiency.
- Establish standards of performance in accordance with the Town and the RCMP and communicate them to employees under this position's direction and control.
- Manage confidential personnel and operational files.
- Deal with sensitive information and security issues around information and processes.
- Perform other duties as directed by the Senior Manager, Protective Services and/or the Detachment Commander.



Human Resources, Team Management, and Leadership

- Foster an environment of dignity, respect, and equality.
- Ensure adequate training and support for staff's success and professional growth.
- Work with staff to recognize and support a balanced lifestyle.
- Ensure that all staff certifications are current and meet required standards.
- Manage challenging personal and interpersonal dynamics sensitively and respectfully; respond appropriately to reports of disrespectful conduct.
- Assist the Senior Manager, Protective Services in the performance evaluation of employees, in accordance with established processes.
- Plan, direct, coordinate, and adapt the activities and scheduling of employees.
- Provide input into labour relations, as required, and advising senior management in labour relations matters affecting this position's area of responsibility.
- Provide recommendations to the Senior Manager, of Protective Services regarding the organizational structure and staffing of RCMP municipal functions.

Policy Development/Administration

- Be responsible for ensuring adherence to departmental procedures and policies, as they affect this department.
- Remain abreast of relevant legislation and related changes affecting the department.
- Prepare reports and documents for the Senior Manager, Protective Services with respect to policies, programs, budget, and various other areas.

Health and Safety

- Ensure that exceptional levels of first aid and emergency response are provided at all times.
- Comply with all Town policies, work procedures, rules, safety instructions and relevant directives in the Alberta Occupational Health and Safety Act, Regulation, and Code.
- Promote health and safety initiatives within the department.
- Participate in workplace safety initiatives, including inspections and audits.
- Report all incidents, including near misses, to appropriate personnel.
- Comply with required Federal policies and procedures as they relate to the position and Detachment.

Public Relations

- Establish and maintain positive constructive relations with the public.
- Respond to the public's concerns and complaints in a timely and tactful manner, and in accordance with Town and RCMP policies.



Qualifications:

Skills and Characteristics

- Refined leadership and motivational abilities along with a high degree of initiative and professionalism.
- Adaptability and creativity; ability to continually improve services and processes in the face of new circumstances, evolving priorities, and resource constraints.
- Sound and well-informed judgment, including managing emotions, under a variety of challenging situations.
- Able to assess both criminal and civil processes and make informed and impactful decisions that can potentially have criminal and/or civil implications.
- Able to produce positive results through interaction with others: open and considerate of the needs and views of internal and external partners.
- Be pleasant, courteous and possess a helpful demeanor with the ability to remain composed under stressful situations or unpleasant encounters.
- Exceptional interpersonal and communication skills (written, oral, and presentation).

Education, Experience, and Credentials

Generally, the following minimum credentials are expected:

- High school diploma plus post-secondary education in Criminal Justice, Business Administration, Public Administration, or a closely related field.
- Minimum five (5) years progressive experience within an RCMP detachment or minimum of seven (7) years related experience.
- Extensive knowledge of Town and RCMP policies and procedures, including but not limited to Municipal Bylaws, Provincial and Federal Statutes, Criminal Code, Motor Vehicle Act, and the ability to read and interpret same.
- RCMP Enhanced Reliability Security Clearance required.