

The Assistant Manager is responsible for achieving strategic, financial, and operating goals and for ensuring that his/her areas of responsibility operate in accordance with the policies established by the City. The incumbent is responsible for identifying, developing and implementing improved work place practices and procedures. S/he ensures that existing policies and procedures related to the operation of the Detachment are clearly identified, documented, communicated to staff, and consistently applied and that all government agency regulations are complied with.

The Assistant Manager develops and administers programs, policies, procedures and strategies designed to ensure the coordination of all physical, staff and technical requirements necessary for the smooth operation of municipal support services.

S/he develops strategies, alliances and partnerships with the City, all stakeholders, partners and associates to create business solutions to meet the goals of financial viability and operational efficiencies. The Assistant Manager liaises with other divisional staff, City staff, committees, contractors, regulatory agencies and the general public. The Assistant Manager is responsible for ensuring that customer service is a priority and that all customers receive consistent, efficient and professional customer service. Customers include, but are not limited to, RCMP personnel, internal customers, members of the general public, and representatives of other businesses and agencies. The incumbent will be required to attend court in any Coroners Inquests and assist with any other investigative processes and procedures.

CONTACTS:

The Assistant Manager has considerable involvement with all levels of management and routinely deals with confidential material and sensitive issues. The position has regular contact with RCMP members, and acts as a representative of the City with other levels of government and community groups.

EDUCATION & TRAINING:

The successful candidate will hold a degree in Business Administration or a related discipline, along with at least five years' experience in a supervisory capacity within a unionized environment. A minimum of three years' experience in a police environment is required, along with strong computer abilities in a Windows-based environment. Previous involvement in managing budgets is an asset.

Strong supervisory and communication skills are required to manage staff in this diverse facility. The Assistant Manager must demonstrate excellent interpersonal skills and discretion in dealing with various internal and external customers in a professional and efficient manner. The incumbent openly and respectfully communicates in a way that promotes understanding in both verbal and written form. Strong organizational and time management skills, along with the ability to work to deadlines, are critical. Sound judgement and problem solving abilities are essential, as is demonstrated initiative and the ability to work independently and effectively. The Assistant Manager must have exceptional ability to develop effective, professional working relationships with staff, co-workers, the RCMP, and other regulatory agencies. The incumbent must possess a high degree of confidentiality. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Drivers license: No.
Vehicle Usage: No.
Criminal Record Check: Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Reliability Status.

Revised by: Devon Cooper
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Revised by: Devon Cooper
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