

COMPETITION #2018-E01

RCMP Office Manager**Regular, Full-Time Exempt Position**

Salary: \$82,466 - \$91,606

1. FUNCTION

Reporting to the Detachment Commander, this hands-on management position oversees and directs the work of the administrative support section of the Detachment. The Office Manager is responsible for maintaining the overall integrity of RCMP applications, records management systems, and support section work processes in compliance with applicable legislation, policies and procedures. This position requires extensive knowledge of RCMP records management systems, the Criminal Code, applicable Federal and Provincial Statutes and municipal Bylaws, and RCMP policy.

2. DUTIES

- a) Responsible for recruitment, evaluation, development, performance planning, and review of administrative support employees.
- b) Provides training coordination, orientation, coaching and leadership to administrative support employees.
- c) Conducts ongoing evaluations and monitoring of work flow procedures, employee work loads and setting of priorities.
- d) Develops recommendations for improved procedures, employee training and work efficiencies.
- e) Communicates regularly with support staff, Town of Sidney management and detachment management to maintain an efficient and effective work place environment.
- f) Liaises with RCMP personnel to maintain effectiveness and efficiency of operational and administrative records management.
- g) Develops and implements approved plans, procedures and priorities pertaining to the function of the administrative support section.
- h) Liaise with the Town of Sidney Public Works Department for building maintenance, repairs and renovation projects. Responsible for the detachment fire protection and security plan.
- i) Designated as Detachment Unit Security Coordinator, providing oversight for building, information and personnel security, policy and compliance.
- j) Manages and coordinates replacement for all office furniture, workstations, equipment and phone systems.
- k) Liaises with the Town of Sidney LAN Administrator to provide support for computer and network issues and equipment.
- l) Provides budgeting and budget tracking support to Detachment Commander.
- m) Utilizes RCMP database applications (including and not limited to PRIME, & CPIC) to: browse and query data; enter data; modify data; assign files as necessary for processing or follow up; conclude files; research and prepare documentation for external agencies; and/or to report statistical and administrative information.
- n) Performs other related duties as may be assigned by the Detachment Commander.

3. REQUIRED KNOWLEDGE, SKILLS AND TECHNICAL ABILITIES

- a) Understands and appropriately applies principles, procedures, regulations and policies related to handling classified/sensitive material and release of information pursuant to respective privacy legislation and unit security policies.

- b) Knowledge and experience using the Master Name Index (MNI)
- c) Proficient in the management of RCMP records.
- d) Proficiency with RCMP databases, including but not limited to PRIME, iBook/iScreen, CPIC, and JUSTIN.
- e) Thorough knowledge of the methods, principles and practices used in UCR scoring.
- f) Thorough knowledge of union collective agreements and working within a unionized environment.
- g) Knowledgeable in human resource management - planning, directing and coordinating the administrative functions of the detachment and managing municipal employees.
- h) Knowledge of RCMP financial systems and procedures.

4. KEY COMPETENCIES

- a) **Accountability & reliability:** Holds self and others accountable for measurable high-quality, timely, and cost effective results, working within established systems, procedures and rules.
- b) **Communication:** Excellent oral and written communication skills, including ability to listen effectively, clarify information as needed, and convey information in a clear, concise, organized, and convincing manner for the intended audience.
- c) **Conflict management:** able to resolve conflict and disagreements in a constructive manner, and deal effectively with the public, staff and outside agencies.
- d) **Service Orientation:** skilled at anticipating and meeting the needs of both internal and external customers. Delivers high-quality services, with a commitment to continuous improvement.
- e) **Decision Making & Problem Solving:** able to exercise sound judgement and provide well-informed, effective and timely decisions, and recommend evaluated solutions to problems that arise.
- f) **Adaptability & Flexibility:** effectively responds to a high volume of inquiries and a multitude of varied and changing tasks.
- g) **Initiative:** able to work under general direction only, exercising considerable independence and initiative in the execution of duties in an ever-changing environment.
- h) **Leadership:** skilled in providing honest, fair and ethical leadership within a proactive team environment. Able and willing to contribute to maintaining a respectful, safe and supportive work environment.
- i) **Networking & Relationship Building:** able to establish and maintain effective working relationships and networks with employees, other departments, agencies, and the public.
- j) **Stress Tolerance:** able to deal effectively with pressure, remain optimistic and persistent, and recover quickly from setbacks.
- k) **Teamwork:** skilled at maintaining a positive attitude and performing as an effective team player, inspiring team commitment, spirit, pride and trust.

5. EDUCATION/TRAINING/CERTIFICATES

- a) Completion of Grade 12 supplemented by a diploma in Office or Business Administration.
- b) Completion of the following Pacific Regional Training Centre & RCMP provided courses: (CPIC Maintenance; PRIME – Records Management System; Court Subsystem; Master Name Index; Corporate Management & Comptrollership Workshop; TEAM; HRMIS)
- c) Completion of Human Resource related training, such as Leadership/Supervision, Conflict Resolution, Occupational Health & Safety, etc.
- d) Must hold and maintain RCMP Reliability Security Screening.**

6. EXPERIENCE

- a) Minimum of 5 years experience in an RCMP office environment, preferably in a supervisory role.
- b) Minimum 3 years experience working in PRIME workflow, or equivalent.
- c) Minimum of 5 years supervisory experience in a team environment within the last 7 years.

An equivalent combination of education and experience may be considered.

SUBMIT TO: Administration Department

CLOSING DATE: 4:00 pm, Friday, November 16, 2018