

Position Description

Position Title: Police Services Supervisor
Department: Police Services
Last Updated: May 2025

Summary

The Police Services Supervisor provides supervision to, and coordination of, the municipal employees providing administrative and operational support to the West Shore RCMP Detachment. The role is responsible for the oversight and management of records and police systems, and the delivery of administrative and operational support services.

Key Accountabilities

Employee Relations

- Oversees the activities of records and police system management and administrative/operational support for the West Shore Detachment
- Directs and supervises Langford employees engaged in providing administrative and operational support services to the RCMP Detachment and policing services to the communities
- Develops, recommends and implements training plans for municipal employees
- Participates in the recruitment, training and development, and performance management of municipal employees
- Ensures adequate municipal staffing levels are maintained with the development, review and scheduling of resource plans, and assists with timesheets
- Ensures full departmental compliance with all federal, provincial, RCMP and City of Langford regulations, standards, guidelines, and policies and takes corrective action
- Ensures that all aspects of the CUPE collective agreement are adhered to and applied consistently
- Participates in employee grievances and other labour relations matters, as required
- Maintains a positive relationship with the Union representatives

Records Management and Operations Support

- Responsible for the direction of the management, operations, maintenance of the Records Management System (RMS) and other related policing systems that may include: CPIC, JUSTIN, CJIM, SAP/GUI, Intellibook/Intelliscreen
- Ensures the West Shore Detachment has an administrative/operational file system which is required by Treasury Board Secretariat (TBS) policy and the protocols of partner municipalities
- Ensures all files, records, and exhibits are managed, maintained, reviewed, archived and destroyed in compliance with established rules, regulations, policies and procedures, and ensures restricted and confidential information is safeguarded
- Reviews the effectiveness and efficiency of work processes, delegates assignments and provides advice to the Municipal Office Manager and guidance to staff when required
- Performs or assists with specialized audits and data maintenance of RCMP Records Management

systems and reviews error reports to ensure quality control is maintained according to established policies and procedures

- Recommends and implements new or improved work methods and systems to support and control Detachment operational requirements
- Retrieves, compiles, and analyzes statistical data and prepares a variety of reports and correspondence
- Oversees all quality control and compliance with law and policy relating to the collection and retention of records and exhibits at West Shore RCMP
- Oversees the formal and informal release of information to internal/external police agencies, Crown Counsel, government agencies and the public
- Maintains an understanding of TBS and RCMP policies as it relates to capital assets and procurement, RCMP operations and maintenance budgets and the designated signing authority (DFSA)

Other Duties

- Researches and prepares recommendations and/or reports relating to resource planning, equipment and system requirements, and administrative and operational policing supports
- Provides technical information, interpretation, advice and assistance to other departments, government agencies, and the public in a manner that is tactful, clear, concise and appropriate
- Establishes and maintains a strong liaison with outside agencies including but not limited to the Provincial Court, Provincial Prosecution Service and outside police agencies
- Organizes and participates in various internal and external meetings
- Prepares and forwards appropriate documentation to provide RCMP members with access to the various Records Management Systems
- May act as the Manager or Police Services as required
- Performs other duties as required

Qualifications

- Post-secondary diploma in office management, human resource management or related field, plus three (3) to four (4) years of supervisory experience in administrative services, preferably in a police or related unionized environment (or an equivalent combination of education and experience)
- Ability to obtain and maintain an RCMP Enhanced Reliability Security Clearance
- Thorough knowledge of the methods, principles and practices used in the operation of PRIME, PIRS, CPIC, NCDB, UCR and OSR scoring and other related policing software in considered an asset
- Knowledge of current management and human resource principles
- Thorough knowledge of rules, regulations, policies and procedures applicable to file maintenance
- Well-developed leadership skills, and ability to establish and maintain effective working relationships with a wide variety of internal and external stakeholders (including unions, management, and employees)
- Well-developed planning, organizing, implementation and problem-solving skills
- Strong organizational and time management skills
- Ability to manage confidential and sensitive issues and materials with discretion

- Ability to exercise sound judgement with minimal supervision when making decisions
- Ability to initiate and implement business improvement practices
- Ability to prepare and analyze statistical data, prepare reports and presentations
- Exceptional verbal and written communication and interpersonal skills
- A commitment to continuous improvement and life-long learning
- A team player with a strong work ethic
- A sense of humour and the ability to take your work seriously, but not yourself