



VISION:

A city that inspires

MISSION:

Working together to enhance the quality of life for all residents

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence,
Bilingualism

ASSISTANT MANAGER OF OCC / PSAP

Codiac Regional RCMP – Job # P1221

CLOSING DATE: NOON – MARCH 20, 2024

JOB SUMMARY:

This position reports to the OCC / 911 Manager.

The incumbent will assist in the overall management of the OCC/PSAP which includes the 911 Center, Fire Dispatch and Police Dispatch, Alternate Dispatch Site facilities, equipment, and technical operations. This position manages and supports the OCC / 911 Centre which includes; supervising employees, determining proper staffing levels, coordinating with various user agencies and developing and implementing operating procedures. The incumbent will assist with the leadership, management and development of employees in the Codiac 911/ OCC. This position will include a focus on helping manage the day to day operations of the unit and assist with the ongoing operations, tracking and management of each OCC / 911 service. The incumbent will work closely with J Division, Provincial 911 Public Safety Answering Point representatives, technology service providers and representatives from Public Safety, Ambulance, DFO, Fire and other stakeholders. The ability to multi-task with an attention to detail is essential. The incumbent makes independent decisions on work problems and interpretation of rules and regulations, consulting with superiors on difficult decisions for interpretation and resolution.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.



WORKING AT THE CITY OF MONCTON:

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This is a non-unionized position.

The City of Moncton offers an attractive salary and benefits package.

City of Moncton Salary and Wage Scale

EDUCATION:

- Must have a post-secondary education in Business Administration, Public Administration, Information Technology or related field AND a minimum of 5 years of police dispatching experience or in management of a PSAP or Emergency Service Dispatch Centre.

EXPERIENCE:

- Must have a minimum of 8 years of experience as a Supervisor (Team Lead) in a PSAP or Emergency Dispatch Centre.
- A combination of education, training, and/or Dispatching experience maybe considered.

LANGUAGE:

- Must be fluent (oral) in both official languages (English and French). As per provincial language proficiency standards, fluency is determined to be at the Advanced (3).

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Windows based applications including Outlook, Google, Excel, Google Map and Word
- Knowledge of Conflict Management Practices
- Knowledge of Human Resources
- Knowledge of Quality Assurance Processes
- The incumbent must have strong interpersonal and analytical skills and be highly motivated with respect to implementing change
- Must have experience and the ability to work with software programs, i.e., Microsoft Office and have the ability to learn new programs
- Above average organizational and time management skills are essential

OTHER:

- Must have and maintain a valid Class 5 New Brunswick driver's license.

CONTACT:

- Judgment, initiative and discretion are absolutely necessary as errors will result in embarrassment and/or financial cost to the Corporation.
- Due to the confidential nature of the work, the incumbent requires discretion when dealing with all matters. Must be motivated and capable of working with limited supervision while conducting or managing concurrent assignments.
- Must have a high level of tact/persuasion when dealing with persons inside and outside the Corporation.
- Maintain and enhance professional working relationships with private sector technology provider's, J Division, Provincial 911 representatives and committees;

SUPERVISION:

- Work requires extensive contact with members of the RCMP, senior Managers, other levels of government, and government agencies, Public Utilities, corporations, businesses, etc.
- This position is a supervisory position requiring the management and coordination of staff including work detail, performance management and conflict resolution in high stress environment.
- The incumbent must be able to manage multiple priorities and possess excellent analytical and interpersonal skills and possess a high degree of independent judgment. Proven leadership skills in developing and motivating a team are an asset. This role operates in a fast paced, deadline driven environment
- Requires a high level of tact and diplomacy when representing the RCMP and Corporation in discussions with all contacts named above.
- Requires attitudinal characteristics that reflect the best interests of the RCMP and Community at large.

CONDITIONS OF WORK:

- All employees must comply with Council and Corporate adopted policies. (i.e. Attendance Management, Respectful Workplace and Health and Safety).
- The ability to work under stressful situations and remain calm.
- Irregular hours are required on occasion.

ADDITIONAL COMMENTS (IF ANY):

- It is a condition of employment that the incumbent must be of the highest integrity and character and will be subjected to security screening to enhanced reliability level. This involves background and character investigation of successful applicants and their immediate families. This is required prior to the necessary level of security clearance being granted for this position. This level of security must be maintained throughout the duration of employment in this position.
- Similarly, the incumbent's use of all police information will be in accordance with RCMP policy, regulations and directives. Since the work is of a confidential nature, the incumbent must be prepared to undertake an Oath of Affirmation of Secrecy.