



# PATROL SERVICES SUPPORT ASSISTANT

Full-Time / Permanent

*Located in the heart of Central Alberta, Red Deer County provides a wonderful mix of rural and urban amenities. Over 97% of County residents report high satisfaction with their quality of life, making Red Deer County a great destination for both living and working.*

Red Deer County is a great place to work! It is much more than just a job to go to. It is a place where everyone plays an important role. At Red Deer County, we believe that mutual trust and respect, shared responsibility, and open communication are essential characteristics for creating personal success within a first-class working environment.

Red Deer County has a permanent, full-time position for a dynamic and highly motivated **PATROL SERVICES SUPPORT ASSISTANT** to supplement our ongoing focus in the delivery of customer service excellence.

## **Key Responsibilities**

The Patrol Services Support Assistant position assists the Patrol Manager by performing a wide variety of administrative professional duties, in addition to related special projects and requests.

Detailed duties of the Patrol Services Support Assistant position include, but are not limited to:

- Provide administrative support to the Patrol Manager, including, but not limited to invoicing for services, receiving, recording, and preparing correspondence and reports; processing arrest warrants; organizing, creating, and maintaining records and files; organizing, creating, and maintaining databases; and organizing, creating, and maintaining any related record keeping documentation for the department.
- Triage calls for service, provide first response, excellent customer service and public relations to general complaints and inquiries, via correspondence on the telephone or in person, on behalf of the department and Red Deer County. Provide information to the appropriate public and/or provide companies, agencies, and/or departments for Patrol Services, as appropriate.
- Process and maintain records of special patrols and tickets issued by Peace Officers and the Animal Control contractor within the "Omnigo" database.
- Calculate and process monthly invoicing for enforcement contracts.
- Calculate and prepare monthly and annual enforcement statistical reports.
- Liaise with local, Provincial, or Federal agencies, mutual aid partners and industry (i.e., RCMP).
- Organize meetings for Patrol Services as required and prepare agendas; record minutes; and maintain records for each, as appropriate.
- Assists the Patrol Manager with other related programs and supports special projects, as required.
- Order routine office supplies, as required.

- Understand and adhere to the policies, principles and practices of OH&S legislation, and the County's requirements, as these obligations pertain to this role.
- Undertakes other tasks, projects and responsibilities as required within the scope of the position as assigned.

### **Qualifications**

- Certificate or diploma from an Office Administration, or Protective Services Program, with three (3) years of related administrative experience. A combination of academic achievement and related work experience may be considered.
- Excellent customer service focus with a proven record of flexibility, initiative, independence, organizational skills, and report writing.
- Self-starter who has the capability to work independently with the ability to learn and adapt to changing conditions within a deadline-oriented environment.
- High degree of accuracy in word processing (MS Word), spreadsheets (MS Excel) as well as data-entry experience is essential; has demonstrated experience with presentation software such as MS PowerPoint or other.
- Ability to obtain competency with software programs specific to Protective Services functions.
- Ability to work with confidential and sensitive information.
- A "Commissioner of Oath" Appointment or ability to obtain.
- Acceptable Criminal Records Check.
- Experience in a local government environment is considered an asset.
- Familiarity with municipal enforcement is also considered an asset.

### **Additional Information**

This is a permanent, full-time position (35 hrs/week). Red Deer County offers a competitive compensation package, learning opportunities, and work hours that enable a superior work-life balance.

**Hours of Work:** 8:30 a.m. to 4:30 p.m. Monday through Friday.

**Salary:** The starting salary for this position will be dependent upon the qualifications and experience of the successful candidate.

*A full position description will be provided upon request.*

Qualified parties are requested to submit a detailed resume and cover letter to the Human Resources Department no later than **5:00 p.m. Thursday, October 24, 2024**, to:

**HUMAN RESOURCES DEPT.**

[hr@rdcounty.ca](mailto:hr@rdcounty.ca)

[www.rdcounty.ca](http://www.rdcounty.ca)



*We thank all applicants for their interest; however, only those invited for an interview will be contacted.*