

TEAM LEADER, RCMP OPERATIONS

Position ID: J0125-0459

Job Title: TEAM LEADER, RCMP OPERATIONS

Job Type: Full Time

Department: RCMP Operations

Number Of Positions: 1

Min Salary: \$99,811.00/Year

Max Salary: \$124,764.00/Year

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The RCMP Operations Team Leader is a key member of the City's support services team and is responsible for a team of administrators whose roles directly support the operational files of the RCMP. This position oversees a wide range of job profiles which includes the Court Support Unit, Exhibit Custodian, Watch/Unit Clerks, Crime Analysis, File Reader and casual staff. The Team Leader provides support and technical oversight, scheduling regular meetings with the RCMP Unit Supervisors to review service delivery and workload. Responsible for maintaining staffing levels, which includes a team working shift work 7 days a week.

This position ensures the effective operations of the department through monitoring and evaluating processes, procedures, and overall service delivery and volumes. The Team Leader is responsible for growing business relationships and working collaboratively with department and detachment leadership teams.

Other Responsibilities include:

- Provide strong leadership to direct reports, provide coaching and mentoring through ongoing feedback and empowering employees to achieve outcomes. Encourage collaborative and inclusive relationships.
- Act as a people and culture leader, demonstrating and aligning decisions and behaviours with our mission, corporate values and culture.
- Create, monitor, and evaluate departmental goals and operational activities to set work priorities, update processes, and facilitate continuous improvement initiatives.
- Provide expertise and support to RCMP detachment leadership in the delivery of services, collaborating effectively on programs and day-to-day service delivery requirements.
- Work closely with the other leaders at the City to create a cohesive unit to streamline activities and create synergies and improved workflow practices.
- Provide day-to-day operational oversight of department activities, provide subject matter expertise and decision making on administrative matters.
- Responsible for escalated service concerns, problem solving and addressing complex issues.
- Prepare and manage the department's annual budget.
- Create presentations and reports for management and other committees as needed.
- Identify best practices and solutions to improve service delivery. Maximize technology solutions and deliver continuous improvement to automate processes. Challenge existing practices and embrace and support change. Implement change and help others to adapt while identifying and bringing forward obstacles to change.

You Bring:

- Bachelor's degree in business administration or a related field such as law enforcement or public administration
- CPIC Web and Maintenance Certification, or be willing to obtain
- PROS End User and Information Management Certification, or an equivalency from a police agency
- 5 years' or more of leadership experience working in an administrative services position within a municipal and/or enforcement environment
- Should have RCMP Enhanced Security Reliability Check completed or must be willing to obtain
- Comprehensive knowledge and experience providing front counter services in a policing environment would be an asset
- Prior experience working in an enforcement environment and knowledge of CPIC and Niche operating systems would be an asset
- Prior experience with proactively influencing service delivery and continuous improvement initiatives
- Excellent relationship building, influencing and conflict resolution skills
- Excellent organizational skills with the ability to manage time and priorities effectively
- Strong independent decision-making, problem solving and analytical skills
- Proficiency with Microsoft Office
- Ability to coach and mentor a team, creating an environment that promotes positive communication

- Ability to effectively deal with a variety of individuals at all levels of the organization in a multi-disciplinary environment as well as officials from outside agencies
- Ability to influence and form collaborative relationships
- Ability to work in an environment requiring a high level of confidentiality, diplomacy and exposure to graphic or sensitive material
- Demonstrated ability to use sound judgment, good decision-making, and the ability to respond to high priority and sensitive situations
- Ability to work on several projects or issues simultaneously
- Ability to implement positive changes and develop new processes

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent and comprehensive health, dental, paramedical and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult fitness (Genesis Place, Airdrie) pass, social events and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a permanent full-time (37.5 hours/week) position which includes a comprehensive benefits and pension package.

Please provide a cover letter as means of introducing yourself.

Next Steps:

Candidates are invited to apply online.

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.