



Position Description

Position Title: Manager of Protective Services

Position Reports To: General Manager of Community and Development Services

Date Approved:

Incumbent's Signature:

Date:

CAO's Signature:

Date:

Position Summary:

The Manager of Protective Services oversees the daily operations and supervision of the Community Peace Officers, ensuring effective allocation and management of resources to deliver Protective Services. This role includes assessing client needs, addressing inquiries or requests from the General Manager and CAO, developing responses to initiatives related to the enforcement of municipal, provincial, and federal statutes, as authorized by established policies and procedures.

In addition to supervisory responsibilities, the Manager of Protective Services acts as a supplemental law enforcement agent within Alberta's provincial jurisdiction operating under the scope of each officer's provincial appointments.

This position directly supervises two Community Peace Officers.

Key Responsibilities:

- Supervisor and manage Community Peace Officers, including recruitment, training, coaching, performance management, career development, progressive discipline (up to and including terminations), and other corporate human resource processes.
- Operate within the scope of Peace Officer and Bylaw Officer authorities, adhering to provincial and County policies and procedures established by the Justice and Solicitor General Public Security Peace Officer Program.
- Promote and enforce compliance with County bylaws, provincial, and federal statutes through patrols, education, and enforcement actions throughout Wheatland County.
- Plan, coordinate and allocate resources to meet operational and special event requirements.
- Analyze performance metrics, prepare reports, policies, procedures, and recommendations to enhance Protective Services operations.

- Assist with emergency site management in coordination with local law enforcement and emergency services.
- Enforce provincial regulations, including overload and over-dimensional monitoring, issuing violation tickets, and providing education or approvals as directed by bylaw or Council resolution.
- Provide enforcement through the issuing of violation tickets and/or other educational means on all highways as authorized by the province within Wheatland County.
- Submit reports and recommendations to General Managers, CAO, or Council, as required; provide legal explanations when addressing concerns.
- Liaise with the Public Works to identify and report infrastructure issues such as damages or signage problems.
- Manage records in accordance with Wheatland County Records Management policies and bylaws.
- Collaborate with enforcement agencies to investigate collisions involving County vehicles or roads, as necessary.
- Ensure compliance with Wheatland County policies, bylaws, and OH&S requirements, including attending safety meetings and completing emergency management training.
- Complete administrative tasks promptly and accurately.
- Communicate clearly, tactfully, and professionally with co-workers, management, Council, customers, enforcement agencies, and the public; respond to inquiries and complaints in a timely and courteous manner; maintain positive relationships with other enforcement agencies.
- Perform additional tasks and special projects as assigned.

Qualifications:

- Minimum requirement: Completion of a two-year diploma in law enforcement from a recognized post-secondary institution or equivalent police training.
- Supervisory experience.
- Valid Class 5 Alberta drivers' licence with an acceptable driver's abstract.
- Clean criminal record with no pending charges or convictions.
- Basic training in WHMIS, First Aid and CPR.
- Current Level I Peace Officer appointment with Alberta Justice and Solicitor General, or eligibility to obtain one.
- Recent completion (within 6 months) of a Physical Abilities Requirements Evaluation (P.A.R.E.) within 4.45 minutes, or equivalent standard.
- Proficiency in MS Office and database management.
- Strong interpersonal, public relations, and communication skills (written and verbal).
- Strong organizational and time management skills.
- Ability to maintain confidentiality.

Working Conditions

- Standard working hours are 7.5 hours per day, five days a week, with shifts altering between weekdays and weekends; hours may vary based on operational or emergent needs.

- Occasional overtime may be required, including building alarm call-outs and handling administrative tasks.
- Must be able to lift up to 80 pounds (36 kg).