

Community Services Officer - Training Opportunity (Permanent, Full-Time) - 1585

Close Date:

April 17, 2025

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

Let's make Kamloops shine! Join our team today.

Position Overview

Looking for an exciting opportunity to gain experience and make a positive impact on your community? The City of Kamloops is seeking permanent, full-time Community Services Officers to join our team.

As a Community Services Officer, you'll play a vital role educating the public, ensuring that municipal bylaws are followed, providing enforcement and security, and addressing complaints. With a 4 on/4 off rotation, this is an ideal opportunity to maintain work-life balance while building a career in law enforcement or with the City. Our thorough training program will prepare you for the demands of the role, equipping you with the skills and knowledge needed to succeed. With opportunities for ongoing training and career advancement, you'll have the chance to take your skills to the next level while making a direct impact on the lives of our community members.

Living in Kamloops

We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience.

We have world class, hiking and biking trails, ski resorts, green spaces, and facilities to fit whatever your passions are! We are nestled in the interior of British Columbia a few hours away from the Okanagan lakes and the Vancouver coastline. This is Kamloops!

Community Services Officer

The Community Services Officer is a dynamic and challenging role that is crucial to ensuring our community is safe and livable. The work involves ongoing communication with the public to provide education, engage in inspections, investigate complaints and maintain and prepare files for court action. Community Services Officers are also responsible for custodial guard room duties at the RCMP detachment such as data entry, booking prisoners, maintaining logs and records, ensuring the care and control of prisoners, providing meals and obtaining fingerprints and taking photographs.

This, of course, requires you to have the skills, knowledge, and experience that allows you to perform these duties in a safe, confidential, professional, and empathetic manner. Interested candidates are encouraged to view the complete job description and list of requirements before applying at the link below.

If you're a dedicated, responsible individual who is passionate about making a positive impact, we want to hear from you! Apply now and join our team of Community Services Officers at the City of Kamloops.

Watch this video to learn more about the department! <https://www.youtube.com/watch?v=83D9hWVfNDw>

The successful candidate must have the following qualifications:

1. Completion of senior secondary school or its equivalent.
2. Completion of two years post-secondary education in one of the following (or a combination of the following):
 - Police and Justice
 - Criminology
 - Law Enforcement Studies
 - Corrections & Youth Justice
 - Human Service Worker Studies

OR

Completion of British Columbia Auxiliary Constable Training Program or Police Officer Training.

OR

Minimum of one-year previous experience in the enforcement of municipal bylaws and regulations or as a Custodial Guard, in Corrections, or as a Sheriff.

OR

Completion of Justice Institute Level I and II Enforcement Certificates or equivalent with six (6) months of experience in a customer relations/service position.

3. Ability to obtain the Justice Institute Level I and II Enforcement Certificates or equivalent (if not already held).
4. Valid Occupational Level 1 First Aid Certificate.
5. Valid BC Driver's Licence Class 5 - or equivalent.
6. Ability to obtain WHMIS Certification.
7. Proficient in basic Word and basic Excel, as demonstrated through testing. (70% pass rate is required).
8. Ability to obtain and maintain RCMP Reliability Security Clearance. If you are unable to obtain or maintain an RCMP Reliability Security Clearance, your employment with the City will be terminated. (To be considered for an RCMP Reliability Security Clearance, applicants must be a Canadian citizen or have Permanent Resident Status in Canada. Note: individuals with Permanent Resident Status must have resided (physically present) in Canada for the last five (5) consecutive years).
9. Physical abilities requirement, as demonstrated through testing.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check. A comprehensive benefits package is included with this position. This is a CUPE local 900 position.

More than one may be hired.

For further information on the Community Services Officer position, please see the attached job description for the fully qualified position. For further information on the details around the training opportunity, please see the attached terms and conditions.

Awarding of Training Opportunity:

To be successful for this training opportunity, senior applicants must meet the above requirements. Applicants are able to participate in a maximum of two training opportunities at the City of Kamloops.

On-the-Job Experience and Training:

The successful candidates for this opportunity will be gaining experience and education towards becoming a fully qualified Community Services Officer. The exact length of the training opportunity may vary based on the previous experience of the successful candidates, but will be a maximum of two years.

Pay Rate:

The successful applicants for this training opportunity will receive the pay rate of Pay Grade 11 (outside), \$38.438 per hour. After successful completion of the Training Opportunity and being deemed fully qualified, the incumbents will move to a Pay Grade 12 (outside).

Employee Commitment:

Upon successful completion of the training opportunity, the applicants must remain in the position for the same amount of time that the employee spent completing the training opportunity.

Hourly Rate

\$38.438

Hours & Days of Work

4 days on / 4 days off*

12 hour shifts 6:00 a.m. – 6:00 p.m. 6:00 p.m. – 6:00 a.m.

Shift allocated based on shift pattern availability

Hours per Week

42

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email hr@kamloops.ca or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at kamloops.ca/careers.

Training Opportunity Terms & Conditions

The City of Kamloops encourages career development and professional growth for its employees. Training postings (including training opportunities and "in-training" postings) allow staff the prospect of moving into an area of the City operations that they may not otherwise have the experience or qualifications to bid into.

To support this, the parties have adopted the following terms and conditions for training postings. To illustrate your acceptance of the terms and conditions, please initial each item, date and sign at the bottom.

1. MANAGEMENT/EMPLOYEE RESPONSIBILITIES _____

The City recognizes that there is a joint responsibility for the development and success of the trainee. It is management's obligation to regularly monitor and assess the trainee's work to ensure that they are completing the requirements of the training. It is the employee's obligation to meet the commitments of the training posting, attend any training or educational sessions required and to participate in applicable duties at the workplace.

2. TRAINING TERMS _____

Training terms may vary in length, based on the amount of experience that the successful qualified applicant brings to the position.

3. ACCESS TO TRAINING _____

Employees will be allowed to access a maximum of three training types (training opportunity and/or in-training) during their employment with the City. The third training type, apprenticeship, will have a maximum of one opportunity.

Where the situation exists for an employee to pursue multiple opportunities related to a particular career path within a Division, consideration will be given on a case by case by the Employer to waive the access restrictions.

4. EMPLOYEE COMMITMENTS _____

- a) Employees must commit to the training term stated on the posting.
- b) After completion of the training term, employees must remain in the position for the commitment term stated on the posting.

- c) For a period of one year after completing the training term, employees (unless they are otherwise employed full-time outside of the classification), must accept any vacant shifts that should arise in the classification they have been trained in if that shift remains vacant after a posting or bid meeting process.

Any employee who does not fulfill the commitments of a training posting through their own actions will not be allowed access to any other training types in the future.

5. SENIORITY FOR TRAINEES _____

New employees hired for a training position will not obtain seniority during their probation period. If a trainee passes their probation period, seniority will be calculated as per the Collective Agreement and given to the employee at that time.

6. LAYOFF AND RECALL FOR TRAINEES _____

The trainee will be laid off before junior, fully qualified incumbents in the classification. The trainee will be recalled last after junior, fully qualified incumbents in the classification.

7. TRAINEE PROBATIONARY PERIODS _____

The probationary period for employees in training opportunities will be six (6) months. As per Article 10(i), for existing employees, the trainee will be returned to their former position if they fail their probation. As per Article 10(d)(iii), the employment of externally hired employees may be terminated at any time during the probation period at the absolute discretion of the employer, provided however, that such discretion is not used in an arbitrary, perverse, or capricious manner.

The Union has agreed to consider requests for longer probationary periods based on the length of the training term and/or a trainee's progress.

Employees with seniority, who have passed their probation period but do not fulfill the commitments of a training posting will forfeit the right to return to their former position but will be placed on an unpaid leave of absence and allowed to use their seniority for one year to bid on another position in the organization.

8. OVERTIME CALL OUT

In the event of an overtime call out, fully qualified staff will be called first. Trainees may be considered at management's discretion.

Employee

Date