



# New Westminster Police Department

## JOB POSTING Public Services Supervisor Full-Time

We are growing! We are looking for a Public Services Supervisor who demonstrates excellent leadership and customer service skills, loves working with the details, and takes great satisfaction in managing a variety of tasks.

The NWPD is a mid-sized police department with over 200 employees. We are committed to having a professional and supportive workplace promoting employee equity, wellness, and fulfillment. We are a hard-working and welcoming team focused on doing great work and serving our community.

### What your key role will be

As the Public Services Supervisor, you will be responsible for developing, implementing and leading a team that will deliver a high level of customer service to the public to ensure our community receives the policing services it needs. You'll work as part of the team as well as provide leadership, support, training and oversight to the team responsible for processing police information checks, requests for fingerprinting services, and assisting the public with general reception-related services and inquiries; as well as perform the duties of a Public Services Representative when needed. In addition to this, your role includes, but is not limited to:

**Public Services Support:** You'll provide information and assistance to the public, including helping public visitors get in touch with the correct contacts, handling enquiries and complaints while being able to communicate policies, regulations and procedures, as well as managing the courier deliveries for the department.

**Leadership:** You'll oversee, plan, schedule, train and review the work of a small team of full-time and auxiliary employees responsible for processing police information checks, requests for fingerprinting services, and assisting the public with general reception-related services and inquiries.

**Administrative Analytics:** You'll refer to a number of legislative resources and police computer applications as you process a variety of applications and requests for service. You'll perform a wide range of administrative functions, including outside agency requests, maintaining records, files, reports and other correspondence.

**Attention to Detail:** You'll be happiest when working with the details that support the bigger picture, and you take great pride in rolling up your sleeves to get even the smallest of tasks done. You'll ensure that the work is reviewed with a high level of accuracy and completeness.

**Adaptability:** You'll have the ability to adapt and transition your work style between working as a team member and supervisor. You'll have the ability to adapt to and manage multiple tasks in a fast-paced environment, including the ability to transition to changes in policy and procedures within the Department as well as outside agencies.

**Communication:** You'll have excellent written and oral communication skills as well as the ability to interpret and convey information clearly and simply to team members and the public. You'll communicate with the Senior Leadership team on operational successes and challenges.

**Customer Focus:** You'll enjoy working with the public and outside organizations by helping them navigate through their requests for service. You'll have the ability to act calmly and effectively in challenging situations; as well as deal tactfully, compassionately and effectively with the public.



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**Decision Making:** You'll have strong decision-making skills that allow you to make confident assessments of policies and procedures and apply them accordingly to daily responsibilities/priorities.

**Time Management:** You'll manage your time and resources to ensure work is completed efficiently and with minimal supervision.

### What you bring to this role

You will have experience and success *in many* of the following areas:

- You have completed Grade 12
- You have completed courses related to supervision
- You have demonstrated experience in supervision, planning, assigning, scheduling, reviewing and coaching team members to ensure performance expectations are met and/or exceeded
- You are motivated, compassionate, and empathetic with a genuine desire to help others
- You support and promote a diverse, inclusive, and healthy workplace
- You have knowledge of police department units, functions, and procedures; as well as police needs regarding police information check services including processing requests for fingerprinting and record suspensions, or you can demonstrate an ability to learn the complexities of this role quickly and competently
- You have direct experience working with (or the willingness to learn) police computer applications: Police Records Information Management Environment (PRIME), the Canadian Police Information Centre (CPIC), and Justice Information System (JUSTIN)
- You have considerable knowledge of (or the willingness to learn) police information check processes, federal and provincial regulations including related bylaws; as well as knowledge of the Criminal Code of Canada and the services available through other municipal agencies or services
- You can navigate your role while exercising considerable confidentiality, tact, and diplomacy
- You can pass and maintain a security clearance, including a background check and polygraph
- You hold a valid Class 5 BC Driver's License

### What we can offer you

- An exciting and challenging career
- Competitive salary and municipal pension plan
- Vacation time to foster a flexible work-life balance
- Learning and development reimbursement
- Comprehensive extended health and dental benefits, group life insurance, employee and family assistance program, sick leave plan, and maternity leave top up to 6 weeks at 95%
- Access to on-site fitness facility, free staff parking, and transit subsidy
- Supportive leaders and co-workers who care about you and your family's health and wellness
- Centrally located in the Lower Mainland of British Columbia
- One block away from the Columbia Skytrain Station



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- A work environment giving you the ability to connect one-on-one with our staff, including police officers, civilian members, and the senior leadership team

### What we'll accomplish together

As a civilian member, working within a police department is a career like no other. It brings excitement, variety, and a challenge. The person you are, the work you will do, and the role you will play in this organization matters. You will become part of the NWPD team and join our group of diverse and talented people who truly want to make a difference.

If you are excited and curious to learn more about this opportunity, please apply – we would love to hear from you!

**Job Title:** Public Services Supervisor

**Employment Status:** Full-Time

**Number of Positions:** One

**Application Deadline – Internal Applicants:** Wednesday, June 25 at 8 am

**Application Deadline – External Applicants:** Wednesday, July 2 at 8 am

**Union:** CUPE Local 387

**Department:** Public Services Unit, NWPD

**Salary:** \$65,909 to \$84,134 (2024 rates) per year plus benefits. **Note:** Job classification under review, pay grade subject to change

**Hours of Work:** This position's work week is from Monday to Friday with 8-hour shifts in length, including a one-hour unpaid meal break. The hours of work are 8:00 a.m. to 4:00 p.m.

**Career Centre:** <https://nwpd.bamboohr.com/careers>

*To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.*

*New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. We thank all applicants for their interest and advise that only those selected for an interview will be contacted.*

*This position is only open to those with Canadian Citizenship or Permanent Residency in Canada.*