

# THE CITY OF RED DEER - JOB DESCRIPTION

## Municipal Enforcement Supervisor

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BOEC

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<b>Division</b>	Development & Protective Services	<b>Approved by (Dept Head)</b>
<b>Department</b>	Municipal Policing Services	<b>Prepared by</b>
<b>Section</b>	Municipal Enforcement	<b>Employee(s)</b>

<b>Created/Updated</b>	2021-07-09	<b>Evaluation Date</b>
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<b>Job Reports To</b>	<ul style="list-style-type: none"><li>• Municipal Policing Services Superintendent</li><li>• Receiving Infrequent Direction from RCMP Senior Officers</li></ul>
<b>Directly Reporting to this Job</b>	<ul style="list-style-type: none"><li>• Up to 20</li></ul>

**Function/Purpose:** This position is responsible for the daily supervision and direction of unionized Municipal Enforcement Officers. This role is expected to be a subject matter expert in all aspects of an operational community peace officer unit and able to quickly and accurately deal with complex issues that affect work flow processes. This position also assists management in the training, mentoring and development of staff; completes all operational and administrative tasks as directed; assists in the recruitment process; scheduling; review and authorization of time entry; has input into annual operating budget needs such as resourcing, office supplies, tools and equipment; provides information to complete work performance reviews and performs quality assurance audits; assists the Superintendent in the performance management and discipline of employees. This role is privy to strategic and highly sensitive information; the ability to maintain confidentiality is vital. This role performs the duties of a Municipal Enforcement Officer when required.

## Duties, Responsibilities, and Authorities

### 1. Operational Duties

- Initiates enforcement of violations in relation to applicable Provincial Statutes and Municipal Bylaws
- Investigates and responds to enforcement complaints and inquiries
- Performs related public relations responsibilities including but not limited to: school talks, AMA events, bike rodeos and other public relation functions
- Represent Municipal Enforcement at internal and external meetings as required in the absence of the Municipal Policing Services Superintendent
- Conducts park patrols on foot or by vehicle as required
- Performs Municipal Enforcement Officer duties including but not limited to park patrols, traffic operations, facility patrols as required

### 2. Administrative and Supervisory Duties

- Provides daily direction and support to all Bargaining Unit staff through the delegation of routine and complex tasks to ensure work is performed effectively and efficiently.
- Reviews all operational files to ensure compliance with provincial legislation
- Maintains overall accuracy and responsibility for all daily operations in all permissible databases.

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- Responsible for mentoring, developing, coaching in all aspects of daily performance including the completion of Work Plans, goal setting, and individual/unit performance standards
- Assists Superintendent by writing and assisting in completion of annual performance reviews
- Reviews training budget and provides input on the training needs for staff by making appropriate recommendations to achieve/maintain professional standards
- Provides day to day training of staff acting as a subject matter expert and resource on all inquiries regarding administrative and operational duties
- Responsible for staff scheduling, verifying payroll accuracy and approving all time worked and time off requests through the time entry system
- Addresses all complex or serious discrepancies or problems as presented, making sure the duties and responsibilities of the staff are effectively and efficiently performed.
- Provides direction and guidance in resolving employee conflicts at a base level through the utilization of City Policies and Procedures and Collective Agreement ensuring a Harassment free and Respectful Workplace.
- Report daily to the Superintendent on all frontline operations and to bring forth any issues or concerns that may be identified
- Completes department on-boarding and orientations ensuring that all necessary paperwork and forms are completed and distributed to the appropriate parties.
- Acts as a liaison between the RCMP and employees
- Communicate with detachment RCMP members to discuss and resolve any operational concerns relating to municipal employees one-on-one or in a group environment.
- Provides input to the annual budget relative to operational requirements for equipment, staffing and emerging needs during budget preparations for The City and The RCMP.
- Responsible for the security, safe guarding and disposal of all records relating to the Municipal Enforcement program
- Provides general administrative duties such as filing, faxing, photocopying, scanning, record keeping, e-mailing, composing and/or editing template letters, and forms. May also prepare, format, and proof-read a variety of materials, including letters/memos, reports.
- Receive and respond to all incoming concerns or complaints in relation to staff from external agencies
- Provides courteous and professional customer service when dealing with inquiries and complaints via telephone and face to face when required to external agencies, the general public and all internal stakeholders
- Provides assistance through the gathering of information as it relates to performance management and disciplinary processes.
- Responsible for the coordination of all Municipal Enforcement Officers participation in all community and multi-officer events and projects
- Ensures compliance with all provincial legislation and guidelines for the Community Peace Officer program
- Assists the Municipal Policing Services Superintendent in the administration of the Automated Traffic Enforcement program

### 3. Other Duties

- Responsible to perform the administrative functions of the Municipal Policing Supervisor in their absence.
- Performs all other duties as assigned

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## Minimum Requirements

### Educational Requirements

- 2 year College Diploma in Criminal Justice Studies, Criminology from a recognized post-secondary institution or graduation from a recognized police academy.

### Required Experience

- 3 years of experience and knowledge in an operational enforcement environment with 2 years of direct supervisory experience
- Must have previous Defensive tools, first aid, WHMIS and Radar/Laser training
- Must possess strong written and verbal communication in the preparation of documents and the maintenance of records combined with a strong ability to understand RCMP and City of Red Deer Policies and Procedures
- Must have firm knowledge and understanding of the Criminal Code of Canada, Federal Statutes, Provincial Statutes, Municipal Bylaws, Crown Prosecutor and Court processes and FOIPP Legislation
- Experience working with an incident management system (e.g. Report Exec) as well as the Microsoft Office Suite of products

### Competencies

- Must possess excellent leadership, organizational and time management skills with the ability to be self-motivated and work independently with little supervision
- Ability to work independently with strong decision making capabilities and critical problem solving skills
- Ability to remain calm in emergency and stressful situations
- Ability to work as part of the team; contributing to a respectful workplace at all times
- Ability to discretely handle sensitive information while maintaining confidentiality
- Ability to multitask and prioritize on demand

\* An equivalent combination of education, experience and competencies may also be considered.

### Conditions of Employment:

- Ability to pass RCMP Clearance, prior to receiving an offer of employment.
- Must maintain RCMP Clearance throughout employment.
- Successfully obtain and maintain Community Peace Officer – Level 1 Status.
- Successfully complete the P.A.R.E. physical testing within the prescribed time (4:45) and must be valid at time of hire.
- Must have a valid Alberta Class 5 driver's license.
- Must maintain all required certifications

## Specific Demands of the Job

- Living up to The City of Red Deer Cornerstone Values; embracing our RISE Principles (Respect, Integrity, Service, and Excellence).
- Conduct yourself appropriately in the workplace, demonstrating ethical behaviour and proper values as expressed through our Ethics Toolkit.

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- A keen interest in continued learning and development in all facets of your career at The City of Red Deer
- Work is performed in a fast-paced and stressful environment often with many interruptions;
- Employees are expected to work in a cooperative and collaborative environment, applying precedent, policies and procedures to varying circumstances in the performance of their duties
- Maintain thorough knowledge of required database Policy and Regulations.
- Hours of work will be irregular and include evening, weekend and holiday shifts.
- Required to wear an identifying uniform when carrying out the functions of the position.
- Required to wear appropriate PPE for long periods of time while conducting various assigned task, (e.g. mask for attending rough sleeper camps, Kevlar gloves for handling sharps/needles, high visibility safety vest, body armour while on duty and in uniform)
- Required to be successfully fit tested for respiratory or tight fitting face piece masks, according to the CSA Quantitative Standard, to control hazards and meet OH&S requirements.
- Required to be immunized against tetanus and Hepatitis A&B.
- Working conditions may involve: Verbal abuse, complaints from general public, risk of personal injury and regular exposure to sun.
- Exert moderate physical effort and work outside in all weather conditions.