



MANAGER, PROTECTIVE SERVICES (Exempt)

Competition #: 51-COV-17

Closing Date: June 12, 2017

Reporting to the Director, Corporate Services, this position is responsible for leading all activities within the Protective Services Department which include bylaw compliance and the safe communities functions. This position requires significant cooperation and coordination with the Officer-in-Charge Vernon North Okanagan Regional Detachment RCMP, or designate.

Duties:

- Develops and monitors the attainment of the Division's goals and objectives to support the Corporate (Council) Strategic Plan. Ensures Council's goals and objectives related to the Protective Services Section are accomplished.
- Liaises with other Provincial and Municipal government departments, and other major service providers to ensure coordination, cooperation, and efficiency in the development and implementation of service initiatives.
- Collaborates with the community including the business sector, community agencies, general public, schools, seniors, and special interest groups, to identify issues and gaps and develop initiatives and strategies that increase safety and prevent and reduce the incidents of crime.
- Coordinates joint responses with policing and social agencies concerning issues such as, homeless encampments within the community, and provides leadership to Protective Services staff including ensuring process and procedures are successfully executed.
- Attends City Council meetings, public hearings, and other regional governance public meetings as a resource and/or representative of the City as required.
- Prepares and administers the annual operating and capital budgets for the department and makes recommendations to the Director, Corporate Services.
- Coordinates the development and maintenance of benchmarking measures and systems to ensure effective measurement of performance and service delivery of programs and initiatives.
- Undertakes periodic reviews of the corporate structure of the department and identifies adjustments required to meet the change in service requirements in consultation with the Director, Corporate Services.
- Responsible for recruiting, appointing, promoting, directing, and monitoring performance, exercising corrective action, and dealing with grievances and dismissal of employees for cause within the scope of the approved City policies as well as in consultation with the Director, Corporate Services and the Chief Administrative Officer.

- Manages the Performance Planning process, working with each employee to maximize their personal success and the value of their contribution for the success of their fellow employees and the organization.
- Recommends annual training and staff development program and ensures that staff participate in training and development opportunities to meet City objectives and career goals.
- Maintains an effective departmental safety program, which adheres to all WCB regulations, including safety rules and procedures, safety orientation and training, identification/correction of workplace hazards, accident/incident investigation, and regular meetings.
- Leads and facilitates the ongoing review of programs and services to ensure the effective and efficient use of both internal and external resources.
- Collaborates with media sources to educate and promote crime prevention, community safety, and bylaw compliance initiatives.
- Ensures that inquiries and complaints relative to bylaw violations are responded to in accordance with City policy.
- Manages the issuance of MTI and Bylaw Notice tickets.
- Manages the use of Protective Service databases and ensures protocols for use and maintenance are retained.
- Oversees the repair and maintenance of parking meters, meter housings, locks, parking lot control mechanisms and ticket dispensing mechanisms.
- Researches both federal and provincial grant opportunities including alternate funding sources relevant to community safety programming.
- Performs related work as required.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education And Experience:

- Completion of Grade 12.
- Bachelor in Criminology, Law, Investigative Sciences or a related field. An equivalent combination of education, such as a related diploma and progressive recent experience may be considered.
- Successful completion of Conflict Resolution training.
- Minimum eight years' experience in progressively responsible positions in a law enforcement, bylaw compliance, or related field of which at least five years have been in a leadership role.
- Level 2 Advanced Bylaw Enforcement & Investigative Skills Certificate.
- Valid BC Driver's License Class 5.

Required Knowledge, Skills And Abilities:

- Extensive knowledge of regulatory bylaws, Motor Vehicle Act, Community Charter, Local Government Act, Bylaw Forum Act, Community Care Act and other authorizing legislation.
- Proficient using office computer systems, including Microsoft Office Suite and database reporting software.

- Demonstrated knowledge of court procedures with respect to traffic and bylaw regulations.
- Knowledge of the Provincial Weed Act and ability to identify regional and provincially listed noxious weeds.
- Ability to obtain a statutory approval appointment by City Council.
- Working knowledge of CPTED principles.
- Demonstrated ability to exercise good judgement in interpreting policies, bylaws, resolutions and regulations.
- Demonstrated ability in the area of conflict resolution.
- Demonstrated leadership abilities.
- Strong interpersonal and communication skills with a commitment to team.
- Excellent communication abilities, both oral and written.
- Ability to obtain Provincial Special Constable Designation.
- Knowledge of provincial court proceedings, the MTI and Bylaw Adjudication systems and procedures.
- Ability to obtain and maintain an acceptable police information check.
- Ability to obtain and maintain, an RCMP Enhanced Security Clearance including Vulnerable Sector Check.

Preferred Education And Experience:

- Post-secondary education in Business Administration, Sociology, Psychology, or municipal governance.
- Recognized credit courses in Conflict Resolution, Mediation and Management.

Preferred Knowledge, Skills And Abilities:

- Knowledge of parking equipment, including the supply, maintenance and repair processes involved in ensuring parking system continuity.

TO APPLY:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3251

Internal applicants are asked to complete the on-line *Application for Internal Posting* form located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted.