



New Westminister Police Department

Communications Operations Supervisor

DEPARTMENT:	<i>Communications Support Centre</i>	STATUS:	<i>Full-time</i>
NO. OF POSITIONS:	<i>One</i>	UNION:	<i>CUPE Local 387</i>
HOURS OF WORK:	<i>35 hours per week (Monday to Friday 8:00am – 4:00pm)</i>	SALARY:	<i>\$63,845 - \$75,168 per year plus benefits</i>
CAREER PORTAL:	https://www.nwpolice.org/join-nwpc/civilian/		

As the Communications Operations Supervisor at the New Westminister Police Department (NWPd), you will come into this newly created team and help build the Communications Support Centre at NWPd. This is an exciting opportunity to create and deliver non-emergency police incident reporting services to ensure our community receives the policing services it needs.

The NWPd is a mid-sized police department, with over 200 employees. We are committed to having a professional, diverse, inclusive, healthy and supportive workplace that promotes employee equity, wellness and fulfillment. We are a team of hard-working, friendly people who are focused on doing really good work and serving our community.

What you'll create and do

As the Communications Operations Supervisor, you will be responsible for developing, implementing, and leading a team to deliver our new non-emergency service operations within our new Communications Support Centre. You will work as part of the team, providing leadership, support, training, and oversight to team members engaged in non-emergency police incident reporting and general reception related services. Responsibilities include but are not limited to:

- Oversee, plan, schedule, train and review the work of a small team of full-time and auxiliary employees who are responsible for non-emergency telephone report taking, responding to walk-in and online reports, general inquiries and switchboard operation.
- Develop and implement work methods, standards and procedures and manuals.
- Monitor workflow, workload and perform quality assurance reviews to identify areas for improvement.
- Ensure the work performance of Communications Operators in order to identify development needs.
- Schedule the work of staff to provide coverage for the efficient operation of the Communications Support Centre.
- Communicate with the Senior Leadership team and external stakeholders on operational successes and challenges.
- Provide support, direction and guidance to team members and perform the duties of a Communications Operator when needed.

What you'll bring to this role

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

- You have considerable experience as a Communications Operator and/or Communications Supervisor, delivering non-emergency police incident report call-taking and services.
- You have demonstrated experience in supervision, planning, assigning, scheduling, reviewing and coaching team members to ensure performance expectations are met and/or exceeded.
- You support and promote a diverse, inclusive, healthy and engaging workplace.
- You are a motivated, compassionate and empathetic person with a genuine desire to help others and help us keep our community safe.
- You have sound judgement in making accurate decisions regarding departmental responsibility and actions.
- You can apply considerable independence of judgement and action within established guidelines.
- You have the ability to work alongside of your team members when the work load requires additional support.



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- You have excellent communication skills, including the ability to interpret and explain rules and regulations to team members and the public.
- You have demonstrated ability to act calmly and effectively in challenging situations; as well as deal tactfully, compassionately and effectively with the public and to determine the facts of an incident from distraught, excited or intoxicated persons, or those with language barriers.
- You have thorough knowledge of PRIME, CAD, police department units and functions and of the laws, rules and regulations which govern departmental activities.
- You have knowledge of the streets and major commercial, industrial and residential areas in the City.
- You have considerable knowledge of the Criminal Code of Canada, the Motor Vehicle Act and other appropriate bylaws and regulations; as well as knowledge of other agencies or services available.
- You can create documentation such as standard operating procedures and training materials.
- You have the ability to operate computer systems with speed and accuracy.
- You are able to obtain and maintain a security clearance.

What we can offer you

- A career that is challenging and exciting, where your experiences will be different every single day.
- Competitive salary, municipal pension plan, vacation, earned time off programs, learning and development reimbursement, maternity leave top up to 17 weeks at 95%, sick leave plan, comprehensive extended health and dental benefits, access to an onsite fitness facility, transit subsidy, and an employee & family assistance program.
- 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.
- A work environment that gives you the ability to connect one-on-one with our police officers, co-workers and senior leadership team.

Together we will

Work professionally and collaboratively to achieve our goals. We will support you in leading a team that will focus on helping us strengthen community engagement and will exemplify our values by serving everyone in our community with integrity, excellence and compassion. If you find meaning in purpose-led work, and want to make a difference in our community, we invite you to apply this opportunity.

To apply for this position please visit our career portal at <https://www.nwpolice.org/join-nwpc/civilian/>

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 Westminister 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 legally entitled to work in Canada.