



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Communications Manager
BRANCH: Communications Centre
UNIT: Communications Centre
REPORTS TO: Deputy Chief of Police
PAY SCALE: Level 14 to Level 17

CORE COMPETENCIES

The Communications Manager is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
Accountability and Excellence	<ul style="list-style-type: none">• Align behaviours to organizational and ethical values of trust, integrity, leadership, inclusivity, and collaboration.• Address others whose behaviours are contrary to TBPS values.• Demonstrate required level of job-related skill.• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.• Comply with all relevant codes of conduct, policies, and procedures.• Exercise self control, adaptability, and flexibility in stressful or difficult situations.• Accept responsibility for own actions regardless of consequences.• Respect the dignity, human rights, equity, diversity, and inclusion of others.

Competencies	Requirements
Decision Making	<ul style="list-style-type: none"> • Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly.
Interaction and Influence	<ul style="list-style-type: none"> • Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others.
Social & Cultural Competency	<ul style="list-style-type: none"> • Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnical, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnical, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnical, cultural, and social groups.

<p>Expertise in Field</p>	<ul style="list-style-type: none"> • Demonstrate knowledge, skills, and ability to effectively perform duties and supervise staff members. • Maintain up-to-date knowledge/skills in functional area. • Create opportunities to share expertise with others to support continuous learning and improvement. • Advise, guide, and coach others by sharing experiences and discussing how to handle work-related issues and situations.
<p>Leadership and Developing Others</p>	<ul style="list-style-type: none"> • Lead by example, modeling the desired behaviours, acting with professionalism and integrity, and following through on commitments. • Motivate, guide, and mentor members. • Ensure that team activities are aligned with organizational goals/values and helps the team understand how their work relates. • Provide performance feedback and support, reinforcing strengths, and identifying areas for improvement. • Ensure that all members have equitable access to developmental opportunities.
<p>Planning and Organizing</p>	<ul style="list-style-type: none"> • Plan, organize, and prioritize tasks pertaining to the area of responsibility to ensure completion within timeframe. • Ensure the effective and efficient use of resources, whether human, financial, material, or informational. • Establish course of action and keeps team organized. • Evaluate processes and results and makes needed adjustments to tasks, timelines, and/or resource allocation.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The Communications Manager is responsible and accountable to the Deputy Chief of Police for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Reports directly to the Deputy Chief of Police on the activities of the Communications Centre and, in consultation, establishes and implements the goals, objectives and policies/procedures for the Communications Centre.

- Reports directly to the Fire Chief on Fire incidents and, in consultation, implements the goals, objectives, and policies/procedures of the Fire Service as it relates to the Fire Dispatch position.
- Supervises and co-ordinates the activities of the Communications Centre as per current work procedures and objectives; implements and monitors criteria for service delivery.
- Reviews Communications operations, procedures, and policies to assess their effectiveness and efficiency, identifies areas for improvement, and recommends cost-saving innovations and improved services.
- Responds to, investigates, resolves, and reports on service complaints.
- Researches data and provides copies for evidence in court.
- Provides leadership, technical guidance and support to Communications staff, and performs functions related to staff selection, training/orientation, performance evaluation and discipline. Acts as a relief operator/dispatcher if required.
- Ensures smooth operation of Communications computer systems and equipment, and co-ordinates equipment repair and maintenance.
- Prepares and monitors work schedules and ensures that required service levels are maintained; approves leave and overtime and provides cost control on overtime accounts.
- Maintains in-house procedures/manuals and operating procedures for all functions performed in the Communications Centre, and ensures communication and adherence to procedures and standards.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Minimum five (5) years of previous work-related experience in a police or comparable environment dealing with highly confidential information
- Minimum two (2) years of supervisory experience.
- Demonstrated expertise and in-depth training in emergency operations.
- Proven leadership in stressful and high stress work environment.
- Strong understanding of business practices.
- Ability to read and understand text in material such as manuals, charts, and procedures.
- Proficient in interpreting and integrating collective agreements into operational processes.
- Ability to manage performance in accordance with procedures, systems, and processes
- Requires frequent communication involving complex negotiations.

- Ability to communicate information in a clear and concise manner, with excellent interpersonal skills.
- Requires communication with members of TBPS, other organizations and members of the public.
- Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Requires general knowledge of computer software programs.
- Resolves department problems independently.
- Required to organize activities of others.
- Requires some direct responsibility for resources and equipment updates and replacements.
- Responsibility for the direct supervision of others.
- Provides direct input during recruitment processes and conducts performance evaluations.
- Work involves care and attention and adherence to safety procedures, to protect the safety of others.

WORKING CONDITIONS

- Required to work dayshift on Monday to Friday schedule, 40 hours per week.
- Work is performed in a standard office environment with minimal adverse working conditions.
- Located in a comfortable indoor area. Conditions could produce mild discomfort such as moderate noise.
- Regular need to give close attention, either hearing or seeing, to what is happening.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Job Specific Testing
- Performance Appraisal review
- Disciplinary record review
- Panel Interview

APPROVAL:

Prepared by: B. Lofts	Initial Date Created: November 8, 2024
Revised by: B. Lofts	Revision Date: November 8, 2024
Approved by: Deputy Hughes	Approval Date: November 20, 2024
Last Updated: November 8, 2024	Revision #: 002