



CPIC Supervisor

DEFINITION

The CPIC Warrant Unit provides 24-hour front line data entry and communication of information from specialized Police databases to field or internal Police personnel and other authorized Police agencies. The CPIC Supervisor is responsible for the overall operational leadership of the entire CPIC Warrant Unit to ensure the effective service delivery of CPIC services in support of police operations.

Employees of this class are responsible for leadership of the implementation of effective work changes aimed towards the fulfillment of the unit's goals and organization's business plan. The CPIC Supervisor is the Edmonton Police Service's subject matter expert for CPIC System query, maintenance, narrative messaging transactions, and warrant procedures.

Supervision is exercised over a large group of employees, which includes training, scheduling, assigning work, approving time, managing attendance, recommending hiring decisions, coaching and counselling, conducting performance evaluations, and recommending disciplinary action. The CPIC Supervisor is responsible for the supervision and oversight of the shift Team Leaders (CPIC Information Operator II) that supervise groups of subordinate positions.

Work of this class differs from that of a CPIC Information Operator II in that the position involves the overall operational leadership and quality control of the entire unit. Work of this class contributes to drafting policies and procedures related to the CPIC Warrant Unit.

TYPICAL DUTIES *

Ensures all standard operating procedures are up to date, accessible and communicated to staff to achieve goals and objectives for Edmonton Police Service mandates while complying with CPIC national policies. Participates in and contributes to establishing policy and/or proposes amendments to CPIC Warrant Unit policy to ensure support of organizational objectives.

Creates, implements, and maintains policies and procedures for the Unit as a framework for Operators to conduct day-to-day responsibilities.

Creates and maintains training programs and materials for the Unit. Maintains reference documents, manuals, organizational orders/memos, CPIC Bulletins, adequacy standards, and operational protocols, etc.

Conducts quality assurance reviews of work performed by subordinate staff for compliance with established policy and procedures.

Participates as local subject matter expert of CPIC national policies for various Edmonton Police Service organizational projects, initiatives, and reviews.

Validates, authorizes and implements Emergency Protection Orders.



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Liaises with Edmonton Police Service units to adapt work practices with procedural changes to determine the most effective method of workflow.

Liaises with courts and other law enforcement agencies regarding release of sensitive information that required escalation from subordinate positions.

Provides leadership and guidance to multiple teams of subordinate positions to ensure smooth 24-hour front line service operations. Supervises large group of employees performing moderately complex tasks.

Reviews operational calendars to ensure unit staffing resources are sufficient to ensure service delivery during police operations.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of responsibilities and procedures associated with CPIC.

Considerable knowledge of the principles of supervision, organization, administration, and work delegation.

Extensive knowledge of external operations relating to the courts, corrections, mental health facilities, Sheriff's office and other policing agencies.

Knowledge of corporate performance management, attendance management and collective agreements.

Ability to plan, coordinate, and supervise the work of subordinates.

Ability to solve problems and make independent decisions for escalated issues and a wide variety of complex operational or administrative matters.

Ability to prepare or review administrative and/or operational reports to provide recommendations.

Ability to exercise sound judgement and discretion in releasing information and identifying priority situations.

Strong interpersonal skills and ability to support a team environment.

Skilled in communicating with the public, court personnel, police members, and representatives from other jurisdictions.



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TRAINING AND EXPERIENCE REQUIREMENTS

High School Diploma including completion of courses in business subjects or completion of an appropriate Business Administration certificate program from a relevant business school/college and completion of a CPIC training course. A minimum of five (5) years progressively responsible and diversified experience within an operational Police/Court environment or related specialized area, including at least two (2) years experience in the supervision of a moderate to large group of administrative support staff.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

CPIC_SUPERVISOR_ACTIVE

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	3326		3327	
Grade	036		017	
Originated:	2015			
Last Updated:				
Previous Updates:				