Job Description

Job Title:	Special Constable Service Coordinator
Department:	Special Constable Service
Reports To:	Administrative Manager, Staff Sergeant
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2024

Primary Purpose

The Special Constable Service Coordinator is responsible for the administrative, financial, and technical support activities within the Special Constable Service (SCS). This position reports to the Administrative Manager, Staff Sergeant, supporting the delivery of campus-wide Special Constable services which provide a safe and secure campus environment for all students, employees, and visitors.

This role will support the Special Constable Service department in promoting an environment that values equality, diversity, and social inclusion, committing to fair and unbiased practices that serve the needs of a diversity University of Waterloo community.

Key Accountabilities

Special Constable Service Coordination

- Serve as the first point of contact for various special constable service-related questions and inquiries from internal and external stakeholders
- Provide direction and timely responses to inquiries and requests
- Respond or redirect questions, inquiries, or complaints received in person, via email, phone, or mail
- Cultivate strong relationships and trust with staff at all levels across SCS and help to create a supportive environment
- Support the SCS Leadership team with drafting, reviewing, and implementing operational policies and procedures
- Facilitate internal communication on administrative matters and changes
- Contribute to the organization and execution of on-campus special events
- Act as a Commissioner of Oath, as required
- Act as a scribe for emergency situations as required
- Effectively manage confidential and sensitive information
- Identify opportunities for continuous improvement of processes and systems and provide recommendations
- Perform other duties and/or participate in special projects as assigned

Administrative Coordination

- Provide administrative support to the Special Constable Service Director, Operations Manager, Staff Sergeant and the Administrative Manager, Staff Sergeant, along with all department staff as required
- Review the department Daily Brief – an internal email identifying all Special Constable calls for service in the previous 24 hours; record information and details as necessary (e.g., Campus Incident System)
- Assist Special Constables with photocopying and assembling court crown briefs

- Process and record key permits and asset disposals
- Process Plant Operation work requests through Archibus program
- Liaise with external companies to order uniforms, supplies, equipment, arrange temporary staffing etc.
- Create and maintain confidential employee files for all bi-weekly paid staff
- Manage record keeping within the department, maintaining filing systems, contracts, and agreements
- Ensure adherence to university policies in all operations and activities (e.g. privacy document retention etc.)

Human Resource Functions

- Ensure processes are in place for the recruitment and hiring of employees on behalf of the Operations Manager, Staff Sergeant
- Coordinate and process Special Constable appointments with a renewal date of every 5 years
- Authorized representative who reviews, processes, and tracks Vulnerable Sector Checks (VSC's) documentation
- Provide set-up and onboarding support for new employees
- Organization staff training and ensure completion of all required training programs
- Maintain and record training and professional development for staff
- Ensure all memberships are in good standing and maintain a record of staff certificate expiry dates for mandatory certifications, such as First Aid, Use of Force, and Special Constable status
- Review and track court attendance, sick time, and time off for departmental staff
- Act as a delegate in Workday, on behalf of the Operations Manager, Staff Sergeant and Shift Supervisors, with vacation and sick time requests
- Maintain vacation records for hourly paid staff
- Assist with coordinating the annual performance appraisal process
- Liaise with Human Resources as an important resource for SCS, to troubleshoot Workday, payroll, technical, and other staff-related matters

OPSEU Administration

- Support labour relations matters such as grievances, negotiations, and Ad hoc committee as they pertain to SCS OPSEU employees
- Provides administrative support and guidance on labour relations matters including grievances, negotiations, and schedule and participate in Ad Hoc Committee
- Maintains and distributes seniority lists in accordance with the collective agreement
- Calculate annual Union Paid billing, preparing breakdowns and reports to CUPE and HR for reimbursement

Payroll Administration and Staff Scheduling

- Monitor and maintain departmental payroll data
- Responsible for payroll submission for staff relating to overtime, statutory holiday pay, shift bonuses, casual employee pay etc.
- Produce, verify, and distribute overtime reports; maintain list of staff opting in and out of overtime
- Responsible for the collection, verification, data entry and reconciliation of timecards in preparation for payroll run
- Review, prepare and submit payroll bi-weekly for casual staff
- Maintain and update the Financial Roster database
- Track and maintain staff schedules for four platoons

- Coordinate the scheduling of security services from external Security Guards and/or Waterloo Regional Police for special events

Financial Oversight

- Administer and monitor departmental financial accounts, in accordance with University of Waterloo policies and procedures
- Assign expenses and income to applicable financial accounts and monitor accounts in the University's online expense claim system against ongoing budgets
- Monitor monthly expense claim reports and advise the Director on budget matters
- Carry out monthly expense and budget reconciliation and provide updates to the Director
- Review, record, and reconcile purchase card (p-card) transactions, and purchase goods and services on behalf of the department as required, using a p-card and/or purchase order
- Act as a delegate within Concur and prepare or review expenses on behalf of staff and/or SCS Leadership team
- Process chargebacks for security services to various departments and coordinate payment to external security provider
- Maintain departmental petty cash
- Participate in financial/budget planning meetings

Technical Support

- Provide basic desk-side computer support to staff such as assisting with Microsoft Office and setting up forms/templates
- Liaise with the Information Systems Technology (IST) Department regarding departmental technical issues, as required
- Maintain and update the departmental website using the University Website Content Management System (WCMS)

**All employees of the University are expected to follow University and departmental health and safety policy, procedures, and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess, and correct health and safety hazards, as required.*

Required Qualifications

Education

- College Diploma in Office Administration, Business Administration, or a related discipline

Experience

- Several years of experience performing duties related to the office/business administration
- Preference given to experience working in law enforcement or security environment
- Demonstrated experience in a higher education setting preferred

Knowledge/Skills/Abilities

- Advanced computer proficiency with Microsoft Office
- Intermediate computer literacy with an online financial/expense claim system, Microsoft SharePoint, and a web content management system
- General knowledge of basic accounting and invoicing practices
- Demonstrated ability to:
- Maintain a high standard of public relations at all times
- Set priorities, manage a high work demand and conflicting priorities, and meet deadlines

- Work independently with minimal supervision
- Communicate ideas and/or information effectively to others verbally and in writing
- Work effectively within a diverse community, fostering a sense of safety and inclusion for all
- Exercise judgement and discretion when handling confidential and sensitive information
- Use reason and judgement to make effective decisions and develop solutions to problems
- Excellent oral and written communication, organizational, time management and problem-solving skills

Nature and Scope

- **Contacts:** The Special Constable Service Coordinator interacts with both internal and external contacts, including departmental staff, university leadership, external providers, and the Waterloo Regional Police Service. The nature of interaction includes responding to and redirecting questions and inquiries, providing and exchanging information, and collaboration on work projects/initiatives.
- **Level of Responsibility:** The Special Constable Service Coordinator is responsible for the departmental administrative and financial functions, with signing authority for purchasing goods and services.
- **Decision-Making Authority:** The Special Constable Service Coordinator works independently and is required to set their own work plan to ensure that all projects are completed in a timely manner and in accordance with priorities set by the SCS Leadership team.
- **Physical and Sensory Demands**: This position requires exertion of physical or sensory effort resulting in moderate fatigue, as a substantial amount of time is spent at a computer with repetitive keyboard movements.
- **Working Environment:** This position involves minimal psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. This position deals with a variety of tasks, frequent interruptions and adjustment of priorities and meeting multiple, conflicting, and/or tight deadlines.