



South Simcoe Police Service

Manager, Support Services & Communications

Hiring Range: \$140,000.00 per annum (with eligibility for any negotiated salary increases pending SOA contract ratification)

Full-Time, 1 year contract with potential for full time permanent

1 vacant position – new position

ABOUT SSPS

The South Simcoe Police Service (SSPS) is committed to the safety and well-being of our community in the Towns of Innisfil and Bradford West Gwillimbury. Our vision is to make a difference in the lives of others every day. We value integrity, respect, and inclusion, and work with a dedicated team of officers and professionals, who are compassionate, courageous, professional, and accountable.

ABOUT THE ROLE:

Under the supervision of the Support Services Inspector, the Support Services & Communications Manager will oversee and manage all areas of the Emergency 911 centre operations as well as the Information Support Team including ensuring adequate and efficient staffing, handling of all complaints, annual budgets, financial tracking, monitoring departmental policies and procedures, evaluations of personnel, training of new personnel, and liaison with all necessary internal and external individuals and agencies.

WHAT YOU WILL DO:

- Foster a respectful working environment, which incorporates teamwork, mutual respect and supports integrated emergency management.
- Conduct regular Communications and Information Support Supervisor performance evaluations to ensure standards are consistently met.
- Oversee the selection, training and performance of the Communication Centre and Information Support members.
- Investigates public complaints received concerning Communications Centre and Information Support service delivery.
- Manage vacancies, participate in interviews and the training of new members.
- Manage performance development processes and disciplinary procedures.

- Monitor duty schedules, shift changes, annual leave, and other time off to always ensure adequate and efficient staffing in each of the units.
- Report on all complaints, both external and internal to the Inspector of Support Services and/or the Senior Leadership Team.
- Researches, develops, recommends and implements policy and procedures for the efficient and effective operation of the units.
- Coordinate, assist and facilitate training courses and seminars alongside the Communications and Information Support Supervisor(s) and ensure that new members are adequately trained and equipped as compliant call takers/dispatchers, prior to performing those functions and for consistency with the adequacy standards.
- Forecasts and researches any new developments within the Emergency 911 field and Information Support, make recommendations and implement approved changes where applicable.
- Anticipate and identify opportunities for organizational improvement. Develop plans to manage change and monitor and evaluate the impact of change.
- Develops and coordinates municipal disaster planning functions on behalf of the Communication Centre and is the communication technology resource for multi-agency emergency site management.
- Participate in organizational strategic planning activities including disaster recovery or the transition to backup communications centre.
- Establishes, monitors, evaluates and reports on Communication Centre and Information Support objectives and key operations.
- Create monthly and annual reports in accordance with KPI framework and mandatory service levels. Provide advice and guidance to Senior Leadership regarding areas to develop and improve changes to mandatory, compliance and regulatory standards.
- Liaise with all external agencies as it relates to the communications centre and information support, including equipment and back up systems maintenance testing.
- Liaise with Information Technology Services regarding Computer Aided Dispatch (CAD), RMS, Niche and related equipment.
- Create CAD profiles, changes & updates.
- Serve on various external committees, as required.
- Participate in the long-range planning of the radio communication system as it relates to liaison with the corporate radio system manager and current suppliers, equipment acquisition, and Industry Canada licenses.
- Researches, recommends, plans, budgets and implements communication and information support systems and equipment.
- Maintains knowledge of current public safety communication technology and equipment including the Computer Aided Dispatch (CAD) system, wireless voice systems, telephone management systems and wireline telephone systems.

QUALIFICATIONS:

- Be at least 18 years of age.
- Be a Canadian Citizen or hold Permanent Resident Status.
- Possess a valid Ontario Class "G" Driver's Licence in good standing.
- Be physically and mentally able to perform the duties of the position.
- Working knowledge of the following policies, procedures, legislation, and regulations:
 - *Community Safety and Policing Act* (Formerly Police Services Act)

- *Controlled Drugs and Substances Act*
- Coroners Act
- Criminal Code of Canada
- Criminal Records Act
- Freedom of Information and Protection of Privacy Act
- Occupational Health and Safety Act
- Police Record Checks Reform Act
- Youth Criminal Justice Act
- Town of Innisfil and Town of Bradford/West Gwillimbury Municipal By-Laws
- Policing codes, including Ten Codes and Caution Codes
- Statistics Canada Regulations
- Other relevant legislation
- Must remain current and comply with all Service Directives, Memorandums, policies and procedures.
- Must be familiar with the South Simcoe Police Services Strategic Plan and the stated objectives.
- Require flexibility and the ability to work irregular and/or extended hours to meet the operational needs of the service.
- Demonstrated ability to:
 - Align Unit programs/services with SSPS goals, objectives, and initiatives.
 - Allocate budgets, time, and human resources to support the achievement of Unit goals and objectives.
 - Champion the mission, vision, and values of the SSPS.
 - Deal with demanding customers, diffuse emotionally charged situations and resolve customer issues in a diplomatic and professional manner.
 - Develop, promote, and maintain effective and collaborative liaison with internal and external stakeholders.
 - Establish and communicate goals to Unit staff to ensure short and long-term goals and objectives are achieved.
 - Exercise discretion and judgment to make sound decisions under tight timelines and/or while managing multiple and conflicting priorities.
 - Foster teamwork and build strong, collaborative, and enthusiastic teams.
 - Identify the educational/training needs of others, develop formal educational/training programs, and teach or instruct others.
 - Implement new initiatives or adapt existing initiatives to meet the operational needs of the SSPS.
 - Interact effectively and courteously with all levels of SSPS staff and external stakeholders.
 - Interpret and apply policies and procedures and use reason and judgment to develop conclusions and/or solutions to problems.
 - Lead and encourage staff development by creating learning opportunities for Unit staff.
 - Maintain a high standard of public relations at all times.
 - Maintain confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
 - Navigate diverse issues, proactively acknowledge the potential for conflict, and adeptly resolve issues in a timely and professional manner.
 - Set priorities, meet deadlines, and deal with conflicting priorities and work demands.
 - Basic computer literacy utilizing Police software applications/systems including xx, xx and xx.
 - Intermediate computer literacy utilizing Microsoft Office Suite (Excel, Outlook, Teams and Word).
 - Advanced computer literacy utilizing Police software applications/systems including CPIC and NICHE.
 - Availability to meet deadlines and/or peak period workloads that may extend beyond the designated normal workday, as required.

- Bachelor's degree in business administration, public administration or a related field. Other combinations of relevant education and accomplished management experience will be considered (i.e. Certificate or Diploma in a related field with over 5 years proven senior managerial experience)
- A minimum of five (5) years' experience in a senior managerial role.
- Excellent communication skills (both written and oral) and interpersonal relationships with internal and external stakeholders is required.

NICE-TO-HAVES

- Experience in the management of telecommunications or emergency communications centre would be an asset.
- Thorough knowledge of police administrative procedures, and police communication policy and protocol.
- Thorough knowledge of emergency communications, site management and disaster planning.
- Demonstrated ability and knowledge of the principals of management accounting, budgets, project management and internal control systems.

Please note that a detailed background investigation is required for the successful individual.

If you are ready for this challenge and opportunity:

How to Apply:

It is very important that your application contains the following documents, incomplete files will not be accepted. Documents can be found on our website – Civilian Recruitment.

1. A one-page cover letter
2. A resume
3. Application Survey Form
4. Consent Form

Email your application to recruitment@southsimcoepolice.ca, indicate "Manager, Support Services & Communications" in the subject line.

Resumes will be received until **Tuesday August 11, 2026, at 04:00 p.m.** for this position.

We value a fair and personal hiring experience. Decisions regarding your application are made by people, not machines. We do not use AI in candidate selection.

The South Simcoe Police Service is an equal opportunity employer and strives to ensure that it represents the diverse community it serves. The South Simcoe Police Service is committed to equitable treatment of all individuals in accordance with the Ontario Human Rights Code. Accommodation will be provided in accordance to the Ontario Human Rights Code and the position requirements.