

## **Administrative Support Position – Frontline Policing**

This position provides comprehensive administrative support that directly reduces the administrative workload placed on frontline police officers, allowing them to remain focused on operational duties, community response, and investigative work. Although originally created as a secondary Court Liaison Officer role, it has evolved into a centralized administrative function that absorbs a wide range of tasks traditionally carried by regular members and supervisors.

By managing high-volume administrative processes across Human Resource Management (HRMIS), police databases (CPIC/PROS), exhibits, prisoner management, fleet, financials, procurement, and onboarding, this role significantly decreases the amount of administrative processing required by frontline members. This improves file quality, enhances operational readiness, and increases the time officers can dedicate to frontline policing.

The effectiveness of this model has led other detachments to adopt similar administrative structures, demonstrating its value as a scalable approach to improving frontline policing efficiency.

### **Administrative & Operational Support**

- Maintain operational schedules under the direction of the District Commander, reducing scheduling-related administrative tasks for frontline supervisors.
- Process Human Resource Management (HRMIS) reports, updates, and approvals to maintain accurate administrative records of member status, assignments, and availability.
- Activate and delegate signing authority to maintain operational continuity without requiring frontline involvement.
- Track expenditures for specific operational events, ensuring accurate financial accountability and relieving frontline members of financial administration.
- Manage financial processing, bill payments, and departmental transfers of funds (JVs) for services or goods received, ensuring accurate and accountable financial administration.
- Liaise with billing companies to resolve order issues, preventing operational delays for frontline members.
- Administer financial and documentation processes related to prisoner cell block operations, ensuring accurate tracking of guard hours and associated costs.
- Order and manage office and operational supplies so frontline members always have required materials without needing to manage procurement.
- Source specialized items (e.g., cocaine trace wipes) to support investigative functions.
- Administratively coordinate facility and building-related needs, ensuring a safe, functional detachment environment that supports operational readiness.

- Troubleshoot administrative equipment issues (e.g., printers) to minimize workflow disruptions for frontline staff.

#### Records, Police Databases (CPIC/PROS) & Identification

- Conduct administrative police database (PROS) file reviews to ensure investigative files meet policy and prosecutorial standards, reducing rework for frontline members.
- Manage the police database (CPIC) queue to ensure timely and accurate administrative entry of critical information used by frontline officers.
- Review and flag non-disclosure files to maintain administrative safeguards for sensitive information.
- Update and maintain CJIM (Canadian Justice Information Model) records, ensuring accurate subject information across justice and police systems.
- Reassign subjects within CJIM to maintain data integrity and support investigative accuracy.
- Complete administrative fingerprint submissions via LiveScan and through the Forensic Identification Unit (IDENT).
- Send prisoner booking records and associated photographs to other detachments to support inter-jurisdictional administrative processes.

#### Exhibits & Prisoner Management

- Manage exhibits handling and documentation to maintain evidence integrity and reduce administrative burden on investigators.
- Maintain the prisoner spreadsheet to ensure accurate administrative tracking and compliance with policy.

#### Fleet & Equipment

- Coordinate administrative aspects of fleet maintenance and vehicle registration to ensure frontline officers have safe, reliable vehicles without managing the administrative process themselves.
- Maintain the vehicle spreadsheet for accurate administrative tracking of service needs and availability.
- Conduct administrative testing of sat phones to ensure emergency communication readiness.

### DSA & CLO Support

- Provide daily administrative support to DSAs, CLO, regular members, and management, reducing administrative workload across the detachment.
- Supervise DSAs and ensure administrative accuracy in file management and CPIC processes.
- Train and onboard new DSAs to maintain consistent administrative standards.
- Serve as CLO backup to ensure continuity of court-related administrative functions.
- Support administrative processing of Criminal Record and Vulnerable Sector Checks (CR/VSC).

### Member Support & Onboarding

- Administer onboarding processes to ensure new members are properly equipped and integrated into detachment systems without requiring frontline administrative involvement.
- Maintain operational administrative personnel records under the direction of the District Commander, ensuring accuracy and continuity during member transfers and staffing changes.