



Alberni-Clayoquot Regional District Job Posting

Job Title	Protective Services Assistant
Department	Protective Services
Classification	Union – CUPE Local 118
Rate of Pay	\$39.23 per hour (2026 rates)
Position Type	Temporary, Part-Time; partially grant-funded
Hours	21–28 hours per week, temporary position ending August 31, 2027 (variable; may include evenings and weekends) Note: scheduling and hours may be adjusted to align with operational requirements and collective agreement provisions.

Job Description

Summary

Under the direction of the Protective Services Manager, the Protective Services Assistant provides administrative, coordination, and program support to the Protective Services department. This includes key support for FireSmart initiatives and emergency management programs, including Emergency Support Services (ESS), the Emergency Operations Centre (EOC), and other related preparedness and response activities.

The position contributes to regional resilience by supporting the coordination, documentation, communication, and administrative functions required to deliver emergency preparedness, response readiness, public education, and FireSmart programming across the Alberni-Clayoquot Regional District.

This role requires a highly organized and adaptable individual who can effectively manage multiple priorities in a dynamic and occasionally high-pressure environment, including participation in emergency response activities. The position works collaboratively with internal departments, external agencies, First Nations, grant partners, contractors, volunteers, and the public to support effective service delivery.

As part of the ACRD emergency management program, this position may be called upon to support ESS and EOC activities during emergency events. Call-outs and assignments will be carried out in accordance with operational requirements and the ACRD Collective Agreement.

Work schedules are variable and may include evenings and weekends based on operational and program requirements.

Key Responsibilities

1. Administrative and Program Support

- Provide administrative support across Protective Services programs, including FireSmart, ESS, EOC, and other related emergency planning initiatives
- Draft, format, and maintain correspondence, reports, presentations, forms, inventories, and program materials
- Maintain program files, databases, and records (electronic and hard copy) in accordance with departmental procedures and applicable legislation
- Track program activities, timelines, and deliverables, particularly for grant-funded initiatives
- Support procurement processes, including quotes, invoices, and expense tracking in alignment with departmental procedures and ACRD policies

2. FireSmart Program Support

- Assist with planning, coordinating, and delivering FireSmart public education, outreach events, program initiatives, workshops, training, and community engagement activities
- Support scheduling of home assessments, site visits, and program activities
- Prepare public education materials, including print and digital content (e.g., social media, handouts, posters, and website updates)
- Track program participation data, metrics, and reporting requirements for grant compliance
- Liaise with contractors, community members, and partner agencies to support program delivery

3. Emergency Management (ESS/EOC) Support

- Provide administrative and logistical support to the ESS program, including participation in the ESS meetings and response activations
- Assist with volunteer coordination and logistics, including scheduling, communications, and record maintenance
- Support with planning, coordinating, and delivery of emergency preparedness initiatives, training, exercises, and public education and engagement activities
- Maintain operational readiness by updating resource inventories, contact lists, forms, and documentation
- Support training sessions, exercises, and meetings (including evenings and weekends as needed)
- Assist with EOC readiness, including documentation, supplies, and coordination
- Maintain ESS response readiness through completion of required training, participation in exercises, planning activities, and periodic call-out opportunities, as assigned.
- Participate in ESS Level 1, 2, and 3 response activations and/or EOC activations when assigned, available and operationally required, in accordance with operational needs and the ACRD Collective Agreement.
- Response activities can include but are not limited to registration and referral processes, reception centre support, logistical coordination, documentation, and administrative support during emergency incidents.

4. Communications and Coordination

- Act as a point of contact for public inquiries related to FireSmart and emergency preparedness
- Coordinate meetings, agendas, minutes, and related documentation
- Support program communication channels, including email distribution lists, website updates, and social media platforms
- Foster collaborative relationships across departments, external agencies, and First Nations partners
- Assist with public information sharing during non-emergency and emergency situations, as directed

5. Financial and Grant Administration Support

- Track program expenditures and assist with budget monitoring and reconciliation
- Prepare and compile documentation required for grant reporting and reimbursement claims
- Maintain accurate financial and program records
- Assist with the preparation of grant applications and supporting documentation, as required

6. General Administrative Support

- Provide general administrative assistance as required
- Assist with scheduling, travel coordination, and meeting and training logistics
- Support internal department coordination and special projects
- Perform other related duties, as assigned

Working Conditions

- Variable work schedule, that may include some evenings and weekends
- Participation in emergency response activities, as required, and based on:
 - direction from, or a call-out request from the General Manager of Emergency and Fires Services or Protective Services Manager, or designate,
 - the employee's availability, and
 - the employee's mental and physical readiness at the time of the incident, to safely and effectively perform assigned responsibilities.
- The incumbent may be requested to respond to ESS and/or EOC activations outside of regular working hours, including evenings, during the night, weekends, statutory holidays, and periods of extended duration. Any work activities outside of regular working hours will be in accordance with operational requirements and the ACRD collective agreement.
- Compensation for overtime, call-outs, and emergency response activities will be provided in accordance with the ACRD Collective Agreement and the Province of BC Finance Assistance Standards.
- Work may involve tight deadlines, high-pressure situations, and rapidly shifting priorities during emergencies.
- Occasional travel within the ACRD region.
- Work is primarily office-based, with occasional field or community engagement activities.

Supervision

- Immediate Supervisor: Protective Services Manager
- Takes Direction From:
 - GM of Emergency and Fire Services
 - Protective Services Coordinator
 - FireSmart Project Coordinator
 - FireSmart Coordinator

Qualifications, Education and Experience

Education and Training:

- Grade 12 (or equivalent)
- Certificate or diploma in office administration, emergency management, or a related field, or an equivalent combination of education and experience
- Current certification or willingness to complete the following training:
 - FireSmart 101
 - Justice Institute of BC (JIBC) EMRG-1100 Introduction to Emergency Management in BC
 - JIBC EMRG-1200 Incident Command System (ICS) 100
 - JIBC EMRG-1300 Introduction to Emergency Operations Centres
 - JIBC EMRG-1600 Introduction to Emergency Support Services
 - JIBC EMRG-1610 Introduction to Reception Centre
 - JIBC EMRG-1615 Registration and Referrals
 - JIBC EMRG-1635 ERA for Responders

Experience:

- Minimum 2 years of experience in a professional office environment
- Experience in local government, emergency management, or public safety is considered an asset
- Experience supporting projects, events, or grant-funded programs is preferred
- Experience working with volunteers, community programming, public communications, outreach, or social media content development is considered an asset

Licenses and Requirements:

- Valid Class 5 Driver's Licence
- Access to reliable transportation (mileage reimbursement as per policies)

Knowledge, Skills, and Abilities

Knowledge:

- Office administration practices, procedures, and systems
- Basic understanding of emergency management frameworks and/or FireSmart principles (asset)
- Awareness of local government structure and operations (asset)

Skills and Abilities:

- Strong organizational and time management skills with the ability to manage competing priorities
- Excellent written and verbal communication skills
- Ability to work independently and collaboratively in a dynamic environment
- Strong attention to detail and accuracy in documentation and reporting
- Strong interpersonal skills and ability to engage professionally with the public, staff, and external partners
- Proficiency in Microsoft Office and web-based applications
- Working knowledge of Adobe Illustrator and Canva is considered an asset
- Ability to maintain confidentiality and exercise sound judgement
- Ability to adapt quickly in emergency or high-pressure situations