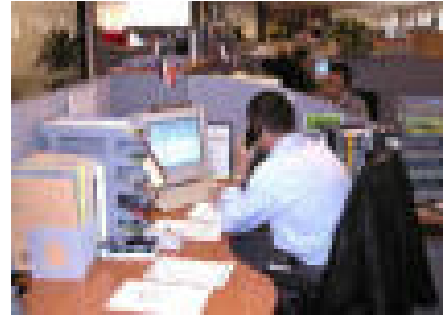


Careers in the Supply Chain

RESOURCE PROTECTION LEAD

National Occupational Classification Code – 0114
Alternative Titles:

- manager, security manager, support services
- records administrator
- regional administrative manager
- business manager, non-profit organization
- chief, administrative services
- inventory control manager
- manager, administrative services



General Job Description

Resource Protection Leads perform security, safety, and fire/emergency related duties for the facility/unit in order to reduce losses and maintain a safe environment for customers/associates. They schedule and supervise the work of other Resource Protection Investigators, including assigning work, and provide training to associates regarding resource protection, non-violence in the workplace, and related programs.

Job Functions

Resource Protection Leads in this unit group perform some or all of the following duties:

- Provide supervision/leadership to staff reporting, including assigning/distributing work, conducting performance reviews, ensuring coverage for vacations/holidays, etc. Coach and advise staff on related resource protection issues/concerns as required.
- Detect, apprehend, and process customers engaged in theft and fraudulent activities. Complete investigation and related reports, including involvement with police agencies and the criminal justice system, eg. follow-up with local police department to check if suspects have previous record, submit documentation to police related to charges laid, represent company at court proceedings, etc.
- Investigate internal matters, e.g. employee defalcations, including operating closed-circuit television, utilizing point-of-sales exception reports, etc. Prepare reports and documentation as required.
- Participate in execution of programs to prevent loss and control inventory, including communication and education to associates on theft awareness and prevention measures.
- Monitor and respond to alarms and emergency, e.g. fire, bomb threats, hold-ups, etc. Contact appropriate external services/agencies, e.g. fire department, police, etc.
- Maintain a safe and healthy work environment in the unit, including investigating safety issues, educating associates on appropriate health and safety issues, organizing and participating in health and safety committee, etc.

Physical Demands Analysis

- There is a frequent need to exert mental effort including prioritizing multiple demands and projects, and unpredictable demands for assistance from management and employees.
- Works within deadlines that are competing and unpredictable. Must handle frequent interruptions and respond immediately to LP/EHS incidents.
- There is a need to stay abreast of continuously evolving health and safety legislation.
- Frequent interruptions, often irregular hours depending on issues.

Position Expectations

Essential Skills	
Reading Text	3
Document Use	3
Computation	2
Writing	2
Oral Communication	2
Thinking Skills	2
Working with Others	3
Computers	2
Continuous Learning	3

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- A bachelor's degree or college diploma in business administration or a related administrative services field is usually required.
- Several years of experience at a professional level in business administration, finance or administrative services are usually required.
- An Associate of the Institute of the Chartered Secretaries and Administrators (ACIS), Fellow of the Institute of Chartered Secretaries and Administrators (FCIS) or a Professional Administrator (P Adm) designation may be required for some occupations in this group.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
3	Vice President	7 years	10 years+
2	Director	5 years +	6 years
1	Manager	4 years +	5 years+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx>
- Essential Skills – http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml