



*The Official Newsletter of Manitoba & NW  
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## New Job Opportunities

### Dispatcher/Site Monitor

With the impending retirement of Remi Cote, there is a requirement for a new Dispatcher/Site Monitor. Under the direction of the Senior Dispatcher, the Dispatcher/Site Monitor is responsible for the effective coordination of the Spare, Part-Time and Casual Commissionaires. The Dispatchers schedule and assign these resources to short term contracts and positions of a recurring nature that are not a permanent site. The Dispatchers are responsible for the accurate and timely production of the daily worksheets.

The ideal person for this position is able to respond accurately and in a timely fashion to constantly changing requirements. You will have good computer skills in Microsoft Office. If you feel that you have the ability and interest for this position, apply in writing to the Director of Operations. Include a resume and covering letter with your application. Applications will close, 31 October 2005. This position will commence with training starting 21 November 2005.

## New Sites in the East End

### Site 1

1 November 2005, the Division will commence servicing two new sites with a new client. Both sites will be days and evenings, seven days a week, one site will initially require a working supervisor. You can apply in writing to Pete Paterson, Human Resources Manager. Applications will be accepted until October 14<sup>th</sup>.

### Site 2

This position is at the University of Manitoba. Our current client is expanding their security coverage to 24 hours per day. As a result there are evening shift openings available immediately. You can apply in writing to Pete Paterson, Human Resources Manager.

### ISO Audit

- The Division recently completed our annual ISO Certification Surveillance audit. The Auditor reviewed all of the elements of our Quality Management System, including a site visit to one of our clients, in this case **The Grace Hospital**. The auditor's comments were:
- The Canadian Corps of Commissionaires Manitoba and Northwestern Ontario Division (The Corps) is a well lead, and well-managed organization.
- Management, staff, site supervisors and commissionaires in general are friendly, well-

trained, knowledgeable, experienced, and professional.

- Personnel at client sites are 'well turned-out'; very knowledgeable with respect to the client, the services to be provided, and 'quality needs and expectations; and are evidently highly motivated to provide full customer satisfaction.
- Numerous changes in the past year, including organizational structure, personnel and assignments appear to have been well-managed with the many changes and transition apparently 'seamless' to clients.
- The Corps operates a maturing quality management system (QMS).
- All elements of the QMS are well established and integrated with the business for the most part. Features of the QMS include:
  - Extensive documentation with good control of documents, and very good control of records.
  - Excellent focus on client and commissionaire satisfaction.
  - Continued excellent selection, training, qualification, and development processes for members.
  - Very good control of 'Core Processes' including Proposal and Quotation preparation, management of contracts; Dispatch; Procurement (QM); and Site-Specific Operations.
  - Very good implementation of feedback, control, and improvement processes, including handling of customer communication complaints etc., site or post inspections, etc.