



Investigator - Security Operational Support (Competition #INV0016)

Employee Status:	Regular
Bargaining Unit:	Non-Union
Pay Range:	\$73,728 - \$101,510
Location:	277 Front Street, Toronto
Closing Date:	07-Nov-2021

Metrolinx is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

Our Customer Protective Services Office is seeking two (2) Investigator's to carry out investigations of incidents, analyze system wide trends and facilitate solutions for the purpose of ensuring a safe environment for employees and customers across Metrolinx.

What will I be doing?

- Conducting investigations of incidents with the objective of collecting all relevant information and identifying root causes and/or criminality by:
 - Investigating complex and routine crimes (external and internal/workplace), security incidents, irregularities, security breaches, policy violations, etc., on Metrolinx facilities, properties, parking lots, and in the transit system (e.g. theft, fraud, workplace violence, and harassment).
 - Conducting on-site investigations during and after an incident; gathering information, conducting analysis, and developing after-action report regarding incident
 - Forms part of the corporate investigative team in support of Safety Management System post-incident review of safety critical incidents to assess root cause through effective evidence collection.
 - Coordinating surveillance for the purpose of detecting criminal activity
 - Assessing and analyzing situations to determine violations of Metrolinx By-Law No.2, and provincial and federal statutes; sharing information on offenders/offences/problems with municipal, provincial and federal police agencies.
 - Assisting police agencies in investigations as required. Liaising with internal contacts and outside agencies (e.g., Police, Crown Attorney's Office, and other security agencies) on an ongoing basis.
- Reviews and analyzes Special Constables daily reports to discover themes, trends or emerging issues to identify potential threats and prevent crime; creates case files/reports for appropriate police authorities to facilitate criminal identification and apprehension.
- Carries out proactive crime reduction initiatives to provide a safer environment for the customers, Metrolinx staff, and the general public.
- Responds to reports of disorderly and anti-social behaviour on transit system, high disorder/crime locations, customer and employee reported incidents, complaints, and concerns.
- Follows up reports/assignments by investigating criminal and non-criminal incidents, which may involve meeting, interviewing, and securing/recording evidentially viable statements from victims, witnesses, and accused persons.
- Attends and represents Metrolinx at trials, judicial pre-trials, mediations, arbitrations, inquests, and special hearings to give evidence. Serves as the Officer-in-Charge in provincial and by-law court; manages victims and/or witnesses before, during, and after Court appearances; liaises with Crown

Prosecutors or Metrolinx' prosecutor outside of court; prepares witnesses for court and explains court procedures to them.

What skills & qualifications do I need?

- Completion of a college diploma or university degree in Law Enforcement, Emergency Management, or a related discipline or a combination of education, training and experience deemed equivalent.
- Minimum 5 years' experience in law enforcement, investigations, terrorism threats, crime analysis, the criminal justice system, such as a specialty unit of a Policing Service or a corporation with an emphasis on surveillance and fraud specialties, and the application of applicable laws and bylaws, ideally in a public transit environment.
- Ability to qualify for and be appointed as a Special Constable in the Province of Ontario.
- Ability to obtain US Department of Transportation – Transportation Safety Institute certification for Security and Safety Management in relation to Bus and Rail operations.
- Ability to possess corporate operators permit for non-revenue fleet vehicles and have a valid class G licence in good standing.
- Knowledge of investigative techniques and procedures in investigations, crimes (both minor and indictable offenses), and terrorism
- Knowledge of surveillance operations and methods for the purpose identifying potential threats or apprehending perpetrators.
- Knowledge of the Criminal Code of Canada, Controlled Drugs and Substances Act, Provincial Offences Act, Mental Health Act, Liquor Licence Act, Trespass to Property Act, Ontario Human Rights Code and other municipal, provincial and federal statutes, in order to conduct investigations, and to deal with criminal behavior, terrorist threats and illegal activities.
- Knowledge of and experience in working in a multi-agency environment involving collaboration and information sharing
- Knowledge of and experience in dealing with bereaved families and providing support and referrals to support agencies.
- Working knowledge of transit bylaws (e.g., Metrolinx By-Law Number 2) would be an asset.
- Analytical skills in order to break down raw information and undefined problems into specific, workable components that clearly identify the issues; make logical conclusions, anticipate obstacles, and consider different investigative approaches/solutions
- Interpersonal, oral and written skills: to effectively communicate with Metrolinx managers and staff, enforcement agencies, and the general public in connection with the conduct of investigations; to present a range of investigation plans and operations and to participate in developing reports, memos, and briefs for management.

Accommodation:

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

Application Process:

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page (<https://metrolinx.taleo.net/careersection/ex/jobdetail.ftl?job=INV0016&lang=en>).

We thank all applicants for their interest, however, only those selected for further consideration

will be contacted.

AN EQUAL OPPORTUNITY EMPLOYER