

JOB DEMANDS ANALYSIS (COGNITIVE FOCUSED)

Job title	Peace Officer	Division	City of Beaumont	Business	Protective Services
Shift schedule	5 days on, 4 days off	Shift	10 hours	Breaks	1 x 30 mins
JOB DESCRIPTION (include details of crew)					
The Peace Officers are responsible for responding to calls for service regarding municipal bylaws. The Peace Officers will also assist in school zones and provide education and proactive enforcement to the general public. Officers work on a shift schedule of 5 days on and 4 day off and the day can be broken up into the below tasks (detailed task descriptions can be found on page 14).					

TASKS OF THE JOB			
ESSENTIAL TASKS OF THE JOB (% of time each task is performed)			
1.	Proactive Enforcement & Education (10-80%) – The Peace Officers will provide education and proactive enforcement for the general public in areas of concern for the town (such as speeding). This may be completed by monitoring speed levels in different areas, completing talks to provide education, collecting information around the town and talking to members of the general public.		
2.	Assist in School Zones (20-30%) – At the beginning and end of each school day, the Peace Officers will monitor parking and crosswalks within the school zones. They may also assist with traffic controls in areas of high traffic.		
3.	Responding to Calls for Service (0-90%) – The Peace Officers will respond to calls for service as they come in through the day. This will include investigating the call, speaking with members of the public who called and/or are involved, and may also involve issuing tickets on an as needed basis. The Officers may also be tasked with completing commercial vehicle inspections at a safe roadside location or an inspection/weighing station. These could take between 1 and 4 hours.		
4.	Reporting & Administrative Duties (40-60%) – The Peace Officers are required to submit reporting when responding to calls for service which is completed on a laptop or computer. The Officers will also monitor emails, return phone calls regarding other calls for service, and gather information required by Crown Prosecutors in court cases. These may be completed in the office or patrol car.		
5.	Driving (20-60%) – The Peace Officers will drive throughout the town to various locations based on their task. The amount of time spent driving will vary depending on the day.		
NON-ESSENTIAL TASKS OF THE JOB			
	None identified.		
PSYCHO-SOCIAL/ COGNITIVE DEMAND	DESCRIPTOR	TASK #	COMMENTS
Sensory – visual	Near visual acuity	1-5	Monitoring surroundings when responding to calls, driving, completing reports and other computer work, monitoring parking lots, assisting with traffic control, etc.

	Far visual acuity	1-5	Reading road signs, monitoring surroundings when responding to calls, driving, using laser for speed enforcement (100m-500m away), assisting with traffic control, etc.
	Depth perception	1-5	Monitoring surroundings when responding to calls and driving, using laser for speed enforcement (100m-500m away), assisting with traffic control.
	Color perception	1-5	Viewing traffic lights and signage, using different programs on the computer.
	Written materials	1-5	Completing reports and admin duties, hand writing tickets, reading signage, etc.
	Visual displays	1-5	Dashboard in patrol car. Using laptop/monitor and phone.
	Pictorial materials	1-5	Road signage, dangerous good vehicles, labels on materials, using pictures or diagrams in reporting.
	Watching people or events	1-3,5	Monitoring surroundings when responding to calls and driving, collecting data and information for proactive enforcement
Sensory – auditory	Verbal speech	1-5	Communicating with general public and other officers, providing court testimony.
	Sounds	1-5	Listening for radios, alarms, and alter tones. Listening for incoming sirens.
Other senses	Touch	1-5	Touching writing utensils, steering wheel, dials in patrol car, keyboard/mouse, keys, items on duty belt, etc.
	Smell	3	May have to respond to complaints about smells.

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Degree of Self-Supervision Required			
The extent of self-supervision required in the course of duties. Where this demand is rated high (requires the worker to be predominantly self-supervised) and the demand for Performance of Multiple Tasks Required and/or Accountability and Responsibility is also high, the worker may be expected to exercise good problem solving and judgement.			
Ranking	1. No self-supervision required (fully supervised)		
	2. Occasional self-supervision required (supervisor frequently provides work direction)	1-5	When the supervisor is on duty they will provide work directions to the Peace Officers. When responding to calls they are self-supervised but can contact the supervisor as needed. The degree of self-supervision will vary based on the shift being worked (is the supervisor is on duty as well).
	3. Frequent self-supervision required (supervisor occasionally provides work direction)	1-5	Officers will have more self-supervision when the supervisor is off duty (weekends and evenings), but can still contact them if needed. The degree of self-supervision will vary based on the shift being worked (is the supervisor is on duty as well).
	4. Predominantly self-supervised throughout the shift (may contact supervisor to obtain work direction as needed)		

Degree of Supervision Exercised			
The extent of work direction and/or supervision provided to other workers.			
Ranking	1. No supervisory responsibility		
	2. Provides work direction only to one or more workers	1-5	Officers may provide work direction and mentorship for new hires.
	3. Provides work direction and some elements of managing work performance with the exclusion of disciplinary action		
	4. Has full supervisory responsibility for other employees		

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Deadlines (Time Pressures)			
The extent to which work tasks are expected to be completed within a given time period or the extent to which a fast work pace is required because of the nature of the work or work volume. Low rating implies low demand to complete tasks according to a timeline whereas a high rating implies that many of the work tasks must be completed under time pressure.			
Ranking	1. Worker is not exposed to time pressures because the work is self-paced, without rigid time constraints.		
	2. Time pressure is low: there is occasional pressure to meet deadlines or work within time constraints, the volume of work and the work pace are moderate.	1-5	Work is generally moderately paced, but may fluctuate depending on the number of calls that come in. Reporting is to be completed by the end of the following set and Officers respond to calls within 24 hours.
	3. Time pressure is moderate: there is frequent pressure to meet deadlines or work within time constraints and/or the volume of work is high, and the work pace is moderately fast.	1-5	It was noted that the summer months are generally busier and may have a higher work pace due to the increased volume of calls.
	4. Time pressure is high: the majority of work is performed under rigid time constraints and the volume of work is high (assumes that the work pace is high, or the worker must extend the workday to manage the volume of work)		

Attention to Detail			
The extent to which work tasks require attention to, or concentration on details of information. A high demand implies that insufficient attention to detail will result in work errors and/or inefficiencies. The appropriate demand level is based on a combination of the intensity of the demand and the occurrence of the demand. The intensity of attention/concentration considers: the effort required to discriminate details and the degree of monotony (it does not reflect the extent of attention/concentration required due to external environmental stimuli).			
Ranking	1. Attention to or concentration on details is not required.		
	2. Attention to detail or concentration is required for some tasks, although not at an intense level.		
	3. Significant attention to detail or concentration required for many tasks or intense attention to detail or concentration required for some tasks.	1-5	Ensuring information collecting and put in reporting is correct – who is the complainant, subject, date/time, narrator of report (who wrote it). Errors may create inconvenience and may have to update report. Monitoring surroundings and assisting with traffic control requires significant attention to detail to ensure the safety of the Officer and general public. Errors could result in injury.
	4. Intense attention to detail or concentration is required for most of the shift.		

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Performance of Multiple Tasks Required			
Refers to the responsibility for performing and/or monitoring more than one task or function at a time and for judging when tasks or functions require attention. It requires the ability to prioritize simultaneous tasks and manage time effectively (juggle various tasks efficiently). It does not reflect the performance of sub tasks concurrently within ONE task assignment or activity.			
Ranking	1. Not responsible for <i>concurrent</i> multiple tasks. Responsible for performing one task at a time until completion or further direction from supervisor.		
	2. Some responsibility for multiple tasks, but with very clear guidelines or cues about when to perform each task.		
	3. Responsible for multiple tasks, with some time management skill and judgement required to determine priorities.	1-5	Will be provided with some tasks at the beginning of the shift but will also get calls during day and be required to respond to calls for service. Will have to prioritize and manage time effectively to ensure that calls are responded to and tasks are completed.
	4. Constantly responsible for multiple <i>concurrent</i> tasks and/or functions and must exercise a high degree of judgement to determine when to attend to each task.		

Exposure to Distracting Stimuli			
Exposure to visual, auditory or other sensory stimuli in proximity of the worker such that it could be distracting during the performance of work duties. Auditory stimuli may include verbal conversations of colleagues in an open office area, phones ringing, alarms, pagers, motors, and noises that are loud, sudden or unpredictable in occurrence. Visual stimuli may include movement of people, vehicles, objects, and noticeable changes in illumination.			
Ranking	1. Little or no distracting visual, auditory, or other sensory stimuli.		
	2. Minor degree of distracting stimuli present during some tasks or portions of the shift.		
	3. Moderate degree of distracting stimuli during some tasks or portions of the shift.	4	When working in the office there may be distracting stimuli from phones, other conversations (cubicle setting), and radios.
	4. High degree of distracting stimuli is present for most of the shift or for any portion of a shift where it is essential to work effectively despite distracting stimuli (i.e., very noisy, busy environment with multiple stimuli).	1-3,5	Moving vehicles and pedestrians when driving and assisting with traffic control. Flashing lights, noise from other vehicles (horns), radio in patrol car and on person for incoming calls.

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Need to Work Cooperatively with Others			
The degree to which a worker must work co-operatively with others. This may include team projects, shared job duties, management interaction with staff, etc. This rating considers the extent to which one must have good communication skills, good teamwork and interpersonal skills, be open minded, diplomatic, or have good negotiation skills.			
Ranking	1. Not required to work co-operatively with others, other than to receive direction from supervisors.		
	2. Infrequently required to work co-operatively with others, although may be in proximity to others.		
	3. Required to work in co-operation with others for some tasks.		
	4. Most work requires close co-operation with others.	1-5	Working with general public to provide education and responding to calls, assisting with traffic control, working with other officers, etc.

Exposure to Emotional Situations			
Exposure to situations where the worker may face emotionally stressful circumstances (i.e., a paramedic with a dying patient or attending a traumatic accident), or exposure to situations in which a client or the public may be emotionally distressed and the worker is required to interact with the individual in order to complete a job requirement. Exposure to emotionally distressed clients may be in person or over the telephone.			
Ranking	1. No exposure to emotionally stressful circumstances or emotionally distressed individuals in the normal course of duties.		
	2. Infrequent exposure (approx. monthly) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact to complete job requirements.	1,2,4,5	May be exposed to emotionally distressed members of the general public when completing daily tasks.
	3. Frequent exposure (approx. weekly) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact to complete job requirements.	3	Interacting with emotionally distressed individuals when responding to calls for service. The degree of distress may vary depending on the call.
	4. Very frequent exposure (approx. daily) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact in order to complete job requirements.		

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Exposure to Confrontational Situations			
Exposure to situations where, in the course of their duties, workers may be directly confronted by an individual or may encounter confrontational situations requiring any action on their part. The confrontation may be in person or over the telephone. The client or public may be verbally or physically aggressive or abusive, insistent, hostile, loud, threatening, disruptive, or may refuse to follow instruction. (In the comments, indicate security and safety measures in place.)			
Ranking	1. No exposure to confrontational situations in the course of duties.	1,2,4,5	
	2. Occasional exposure (up to weekly) to confrontational situations in which assistance is immediately available.	3	May have to interact with confrontational individuals when responding to calls for service and will have to de-escalate the situation. Other officers and RCMP are available for support if needed.
	3. Occasional exposure to confrontational situations (up to weekly) where assistance is not immediately available.		
	4. Frequent exposure (up to daily) to confrontational situations or hostile people whether or not assistance is available.		

Adaptability & Flexibility			
Ability to work effectively in the midst of change and rigid constraints. Adapts to changing needs, conditions and work responsibilities.			
Ranking	1. No need for flexibility required, work follows a structured routine		
	2. Occasional need for flexibility required, most work demands follow a structured routine.		
	3. Frequent need for flexibility required to respond to changing work demands, few work demands follow a structured routine.		
	4. Constant flexibility to respond to changing work demands, work does not follow a structured routine to manage the volume of work or work demands.	1-5	Will have to adjust their schedule and tasks as calls come in. The number of calls will vary based on the day but when at a higher volume more flexibility is needed. Adapt to changes in environment (weather and traffic) and changes to calls for service once arriving.

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Problem Solving & Analysis			
The ability to work effectively at solving problems and analyzing situations and information.			
Ranking	1. No analytical thinking or problem solving required in the normal course of duties.		
	2. Analysis of information needed to solve problems that have limited to minimal level of difficulty. E.g., may involve the selection of pre-defined alternatives according to standard practices.	2,4,5	Monitoring school zones may require the officer to assist with traffic control to reduce traffic hold ups for both vehicles and pedestrians. May have to adjust reporting for a response if more information is collected at a later date or there are changes in the situation.
	3. Analysis of information needed to solve problems that have moderate to significant level of difficulty. E.g., the full extent of issues may not be readily apparent and require investigation and research.	1	May have to collect additional information regarding community concerns to provide education and proactive enforcement.
	4. Analysis of information needed to solve problems that have extensive strategic issues. E.g., issues may require independent judgement, substantial investigation or are highly complex.	3	Responding to calls for service and investigating the concerns to determine next steps. Uncommon calls may require more research or discussion with another department.
Reading Literacy			
The ability to comprehend English text.			
Ranking	1. No reading required in the course of duties		
	2. Minimal reading ability is required to recognize single words, short phrases, or names		
	3. Moderate reading ability is required, e.g., to follow written instructions		
	4. A high degree of reading literacy is required to read reports, manuals, or other documents with a high degree of comprehension	1-5	Reading and understanding reports made by other officers and town bylaws to respond to calls. Reading emails, road signs, etc.
Written Literacy			
The demand rating for <i>written literacy</i> reflects the requirement to create English text. It is independent of the physical ability to produce text in a specific format, e.g., handwriting, typing, computer keyboarding.			
Ranking	1. No composing of English text is required in the course of duties		
	2. Required to compose text in which accurate grammatical construction and spelling are not essential, e.g., messages, forms, lists		
	3. Required to create memos or letters with accurate spelling, grammatical construction, and clarity		
	4. Required to create reports, complex documents or any communications that require a high degree of grammatical form and/or careful wording.	1-5	Writing reports for calls to service and including detailed information that can be understood by different parties. Providing written documentation to courts as needed. Hand writing tickets. Using computers and paper for writing.

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Numerical Skills			
The demand for <i>numerical skills</i> refers to the requirement to process and analyze numerical information even if the calculation is performed electronically. Higher ratings reflect the need for abstract mathematical thinking.			
Ranking	1. No number manipulation required other than counting		
	2. Required to carry out basic arithmetic operations such as addition and subtraction		
	3. Required to use more complex arithmetic operations such as division, multiplication, percentages, ratios	1-5	Calculating vehicle weights and dimensions, reviewing statics for proactive enforcement and education.
	4. Required to use abstract mathematical formulae or carry out complex mathematical operations, e.g., accounting		

Verbal Communication			
The extent to which a job requires the ability to clearly comprehend and express ideas and information in spoken English. Higher ratings reflect the complexity of the content or the extent to which good communication skills are required.			
Ranking	1. Little or no requirement for communication skills: receives and relays concrete information only		
	2. Basic communication skills are required to comprehend and communicate information at a basic level within well-defined parameters e.g., communicate status of job or job task with supervisor		
	3. Moderate communication skills are required to comprehend and communicate information fluently e.g., to work crews	1-5	Communicating bylaws and providing education to the general public. Communicating information from call for service to other officers or leadership as needed.
	4. Highly developed communication skills are required to comprehend and communicate complex information and ideas or communicate effectively in complex situations e.g., explaining the design of a complex system, exchanging information with physicians regarding public health issues, policy discussions, conflict resolution		

PSYCHOSOCIAL DEMANDS		TASK #	COMMENTS
Memory			
The extent to which a job requires the ability to retrieve and recall information on demand that has been previously learned. Level of difficulty is dependent upon the complexity and amount of information, the context in which it must be recalled and how frequently the information is used.			
Ranking	1. Little or no need to remember information and apply to work tasks e.g., clear processes/instructions are available for carrying out job tasks.		
	2. Basic memory ability is required to recall a moderate amount of information that is applied to work tasks on a regular basis without rigid time constraints.		
	3. Moderate memory ability is required either because the amount of information to be recalled is moderate, the information is harder to remember because it is recalled infrequently, or because there are time constraints within which to recall the information.	1-5	Recalling bylaws, day-to-day operations (signing out vehicle), report deadlines, procedures, locations for calls. When responding to calls for service, the officers can take notes but may recall some details when writing the report that are not in notes.
	4. High memory ability is required to recall <u>many different pieces of</u> detailed information and/or sequences which may have to be recalled in demanding situations		

Computer Literacy			
The extent to which a job requires the ability to use computer technology.			
Ranking	1. Not required to use computers in the course of duties		
	2. Required to use computers for basic data input		
	3. Required to use one or more computer programs at a competent level e.g., most office workers using Word, GroupWise	1-5	Using reporting program (MRF). Using standard laptop and computer programs (Microsoft, google, etc.).
	4. Extensive computer knowledge and problem-solving ability required e.g., IT support, computer programmers, key users		

WORK ENVIRONMENT	TASK #	COMMENTS
Work indoors	1,4,5	Working within facilities to provide education and complete reporting or admin work. May complete some reporting and admin work in vehicle.
Work outdoors	1-3	Assisting with traffic control, monitoring traffic speeds, responding to calls in outdoor locations.
Temperature extremes	1-3	Exposed to temperature fluctuations based on the season (extreme warm and cold)
Poor lighting	1-3,5	Working before dawn or after dusk in reduced lighting.
Extreme wet or humidity	1-3	Working outdoors in the rain.
Poor ventilation		

Noise hazards	1-3	Alert tone on radio.
Skin irritants	5	Filling windshield washer fluid and checking fluid levels during pre-trip vehicle inspections.
Working around operating equipment	3	During snow clearing, officers will work on the same street as graders to ensure cars are moved.
Respiratory hazards (e.g., dust, fumes, aerosols, vapours, oxygen deficiency)		

JOB CONDITIONS	TASK #	COMMENTS
Driving vehicle	5	Driving patrol cars.
Working alone	1-5	Hourly check-in with dispatchers is required both when working alone and with other officers.
Whole body Vibration/jarring	5	Minimal exposure to whole body vibration when driving. If on uneven roads, they may be exposed to jarring.
Electrical hazards	3	May be exposed to electrical hazards if providing traffic control if a power line goes down.
Operating heavy equipment		
Confined space		
Shift work	1-5	Working 10-hour shifts with a 5-on-4-off rotation.
Overtime	1-5	Overtime as required for emergency situations.
Deadlines	1-5	Reporting due at the end of next set. 24-hour response time for calls. Court submissions will have deadlines set by Crown Prosecutor.

FUNCTIONAL DEMAND		EXPOSURE	TASK #	COMMENTS
Mobility	Walking	Freq	1-3	Walking at a self-directed pace when assisting with traffic controls, monitoring traffic, responding to calls, etc.
	Climbing	Occ	1-3,5	Stairs into buildings or front steps of houses. 1-2 step to get into patrol car.
	Crawling	Rare	3	May be required to crawl under and lay on their back under vehicles to complete commercial vehicle inspections.
Whole Body Postures	Standing	Freq	1-3	Static and dynamic standing when assisting with traffic controls, monitoring traffic, responding to calls, providing education, etc.
	Sitting	Occ	4,5	Sitting in an adjustable seat when completing reporting, administrative duties and driving.
	Whole Body Vibration	Rare	5	Minimal exposure to whole body vibration when driving.

Back postures	Back Bending	Occ	1-3,5	Bending forward when completing pre-trip inspection, leaning down to speak with people in cars, checking area when responding to calls, etc. Bending back reaching up to close hood of vehicle, checking area when responding to calls.
	Back Twisting	Rare	1-3,5	Twisting when completing pre-trip inspection and checking area when responding to calls.
	Non-neutral Neck Positioning	Freq	1-5	Looking down when filling out paperwork, working on laptop, speaking with people in cars, etc. Dynamic neck movements and twisting when monitoring surroundings and checking areas when responding to calls. Twisting when driving to shoulder check.
Lower Extremity Postures/ Movements	Squatting/Crouching	Rare	3,5	Crouching when checking area when responding to calls and completing pre-trip inspections.
	Kneeling	Rare	3,5	Alternative posture to crouching.
	Balancing			
Upper extremity Posture/ Movements	Reach above Shoulder	Rare	3,5	Reaching for controls in vehicles, reaching for items or equipment if inspecting, assisting with traffic control (waving cars through or holding signage).
	Below Shoulder Reaching	Freq	1-5	Reaching for controls in vehicles, reaching for items or equipment if inspecting, assisting with traffic control (waving cars through or holding signage), reaching for steering wheel, keyboard/mouse, etc.
	Repeated Hand/Arm Movements	Freq	1-5	Dynamic hand and arm movements when typing/ mousing, using writing utensils, driving, assisting with traffic control, etc.
	Finger Dexterity	Freq	1-5	Using writing utensils, keyboard/mouse, keys, dials/controls in patrol car.
	Gripping	Freq	1-5	Power grip: Light grip on mouse, equipment on duty belt, steering wheel. Pinch grip: using writing utensils, keys, dials in patrol car.
	Hand Vibration			

***Manual handling information has to be collected in person, which has not occurred at the time of this report, thus it could not be filled in.**

MANUAL HANDLING		WEIGHT (lbs) and EXPOSURE				TASK #	COMMENTS
		0- 11	12-22	23 -44	> 44		
Lifting (from)	Ground						
	Knee						
	Waist						

	Shoulder						
	Above shoulder						
Other	Carry						
	Push						
	Pull						
*Exposure Key: Rare = Rare (<5%), Occasional = Occ (6-<33%), Frequent = Freq (34-<66%), Constant = Con (67-100%)							

General equipment used
Radio Equipment on duty belt and vest (baton, handcuffs, pepper spray, flashlight, etc.) Laptop Duty bag – metal tin, winter clothing.

PERSONAL PROTECTIVE EQUIPMENT	TASK #	COMMENTS
Face and eye protection	1-5	Issued eye protection to be worn as needed.
Fall Protection		
Clothing	1-5	Duty belt and vest required.
Footwear	1-5	Black duty boots required.
Gloves	1-5	Latex/nitrile gloves if needed. Kevlar and/or winter gloves.
Head	3	Hard hat may be required if responding to a call on a site that requires it.
Hearing protection	3	Hearing protection may be required if responding to a call on a site that requires it.
Respiratory protection	1-5	All officers are fitted for a half mask (filter cartridges) if needed. Standard face masks can be worn if preferred,

MANUAL HANDLING REFERENCE GUIDE

Definitions for manual handling level	
Limited	Exerting up to 5 kg (11 lbs) of force.
Light	Exerting up to 10 kg (22 lbs) of force.
Medium	Exerting up to 20 kg (44 lbs) of force.
Heavy	Exerting over 20 kg (44 lbs) of force.
Definitions for frequency	

Rare:	<5% of workday
Occasional:	6-<33% of workday
Frequent:	34-<66% of workday
Constant:	67-<100% of workday

Date of Analysis	December 16, 2025	Completed By:	Erin Kiefer, BSc. Kin, AE
Review date:		Reviewed by:	Name, Director of Operations COMPANY
Revision Date			
Comments			