THUNDER BAY POLICE SERVICE

TBPS: Applicant Guide

Civilian Positions

Thunder Bay Police Service

Civilian Applicant Guide

Disclaimer

The information contained in this guide is readily available through other sources, including the 'Thunder Bay Police Service' (TBPS) website. However, it is presented in this manner that highlight key areas of the application process and provides specific guidance in an attempt to optimize the applicant's success. This guide is not intended to replace all other sources of information regarding the TBPS Recruitment Process, nor should it be interpreted as any guarantee or promise of a favourable outcome to the TBPS. For more information about our hiring processes, you may wish to consider contacting Human Resources in one of the following ways:
recruitment@thunderbaypolice.ca
Phone: 807-684-1200, Ext: 1111

There are currently 6 (six) steps in the Recruiting Process. Two of those steps are ones that **YOU** can control. Adequate preparation is essential to success in the testing phase, and the Essential Competencies Interview. Other steps in the process may include a psychological assessment and are not of a kind that you can prepare for in order to 'pass', so to speak. Your process will begin with the submission of an application to recruitment@thunderbaypolice.ca.

If you are successful in the recruitment process, Human Resources will send you information to complete your Pre-Background Questionnaire (PBQ), reference check form and Service Waivers. These forms are required prior to proceeding with your application. These are straightforward documents that we use to get to know you. Please answer the questions as best you can and above all else, be honest. We may discuss some things from your PBQ with you and it's important that you be honest. This includes that you not omit things that might be important for us to know (ie previous driving issues, employment issues, etc). Again, we're testing honesty and integrity. We can hire people who have made mistakes in the past, but we can't hire dishonest people, or individuals with questionable integrity.

We are an equal opportunity employer and encourage diversity in our workplace. Accomodation is available for applicants with a disability.

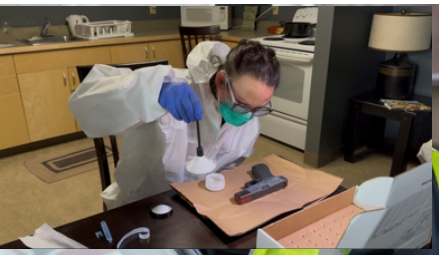
Welcome to
Thunder Bay Police Service

Our Mission:
With integrity and compassion, we partner with communities to deliver policing that improves safety and trust.

Our Vision:
A safe community. A trusted service.

Our Values

Partnership	We build strong, respectful partnerships to enhance community safety. Through coloaboration, we foster trust, share resonsibility, and support collective wellbeing.
Integrity	We uphold trust through honesty, transparency, and accountability - always guided by compassion, fairness, and respect.
Public Service	We serve with purpose - listening with intention, acting with openness and consistency, to meet community needs.
Excellence	We strive for the highest standards of policing through innovation, professionalism, and a commitment to continuous improvement.
Equity, Diversity & Human Rights	We treat everyone with dignity, fairness, and respect. We champion inclusion and uphold human rights in all our interactions.



Application Process

Stage	Requirements
Stage 1: Submit your Application	Please include the following documents: • Cover Letter • Resume Please quote the competition number you are applying to in your submission.
Stage 2: Testing	You will be required to complete **ONE** of the following tests: **ThisGen911** • This test is completed on your own time, on your own computer. • The test must be completed in one sitting. Please note, to ensure a fair and consistent recruitment process, tests MUST be completed within the testing window, no extensions to the testing window will be granted. **TBPS Developed Testing** • Some civilian positions require a unique set of skills and abilities. As such, TBPS has developed specific testing for specific roles to determine your skills & abilities. • This testing will be completed in-person at TBPS. Once the posting period has closed, Human Resources will email you which test you must complete and pass at this stage.
Stage 3: Interview	Successful completion of the Essential Competencies Interview.
Stage 4: Psychological Test (if required)	Successful completion of the TBPS psychological evaluation in coordination with Sullivan & Associates. The following positions are required to complete Stage 4: • Court Clerk - Case Management • Communication Operator
Stage 5: Background Investigation	Successful completion of a background investigation conducted by TBPS, including employment references.

The Essential Competencies Interview

The objective of our ECI, from the perspective of the TBPS, is to determine the suitability of the candidate to perform the role. The interview attempts to achieve this by asking the candidate to provide a brief overview/summary of a time when the Core Competencies of the position were demonstrated.

It is important to know that the example needs to be one that can be verified **AND** has to have occurred within the past two years.

Where can I find the core competencies of the position I applied for?
Once your interview has been scheduled, the HR Specialist will send you a copy of the job description of the position.
The Core Competencies are listed at the beginning of the job description. Please review these core competencies and be prepared to provide examples as to when you demonstrated these competencies.

Common Core Competencies can include:

- Accountability & Excellence
- Decision Making
- Interaction & Influence
- Social & Cultural Competency

Specific Core Competencies can include:

- Attention to Detail
- Information Management
- Planning and Organization
- Adaptability

Please note, each position within TBPS has unique competencies therefore this list does not contain all competencies for all position.

In order to be successful, please review the job description specific to your application prior to your interview.

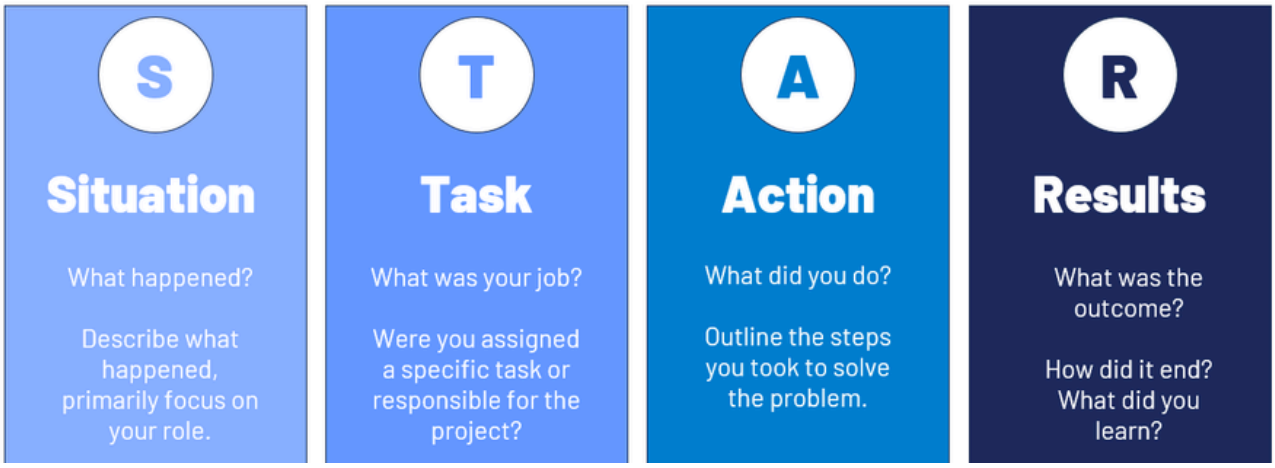
Preparation and practice are key to success.

Interviewing with TBPS

It's important to remember that we are trying to learn about you through the examples you provide. Before providing your example, you will be asked to give a brief overview to explain the 'who', 'what', 'where', and 'when' of your story. It's a 'movie trailer' version that we can use to determine if the example is suitable. For this reason, it's a good practice to have additional 'back-up' examples just in case.

A suitable example is one that is:

- From within the previous 2-years
- Verifiable (ie. Proven by speaking to others or through investigation)
- Relevant to the question
- Involves a situation in the workplace, a school, or in the community
- Ideally is presented using the STAR method



Share an example of when you had to adapt to a team member's working style.	
Situation	A few months ago, I was assigned to work on a project with a coworker from another department.
Task	Our task was to develop processes for several new services our agency introduced to our clients. After the initial meeting, I noticed big differences in how he and I approach work. I'm flexible and tend to focus on the big picture. He's detail-oriented and prefers a structured approach.
Action	We decided to split the work accordingly. I focused on the goals of these new services and how to best follow them through procedures. I also worked on identifying key milestones and major project components. He, in turn, worked on granular steps, created structured plans for each project phase, and developed in-depth documentation and manuals explaining the processes.
Results	We ended up completing the project a week before the deadline and with minimal reiterations from the management team. The experience taught me that such a big difference in working styles is not a disadvantage: on the contrary, it's a complementary strength that helps us contribute to the team and the company in the best possible way.

Frequently Asked Questions

Q: I have submitted my initial application (stage 1), when will I hear from TBPS regarding stage 2?
A: Our recruitment team will be in contact with you once the application deadline has passed. This may take 1 - 2 business days post-closing date.

Q: I missed the deadline to take my test after applying to a position. Can I request an extension?
A: In order to ensure a fair and consistent recruitment process, tests **MUST** be completed within the testing window, **no** extensions to the testing window will be granted.

Q: I completed my test, when will I get the results?
A: Results of the test will be issued shortly after the testing window has closed.

Q: I was unsuccessful at passing the testing phase. Can I know which sections I did not pass?
A: In order to protect the integrity of our recruitment process we are unable to share testing results beyond a pass or fail.

Q: I was unsuccessful at the testing or the interview stage. Does this mean I am not eligible to reapply?
A: No! Applicants who were unsuccessful at the testing or interview stage can reapply after 6-months. We encourage applicants to take this time to prepare.

Q: Where can I find the Core Competencies for the position I am interviewing for?
A: Core Competencies are located at the beginning of the job description for the position. The HR Specialist assigned to your competition will attach a copy of the job description to your interview confirmation email.

Your Career Starts Here!

"I have been proud to call myself a Communications Operator for the last four years. Every day this career brings new opportunities to problem-solve, adapt, and grow. The work we do is challenging and often times intense but is also deeply rewarding. No two days are ever the same, yet each one ends with a profound sense of accomplishment knowing I was the first point of contact and assisted someone in accessing the emergency services they needed."

Erin Hartviksen
Communication Operator

"Working as a Court Clerk for the Thunder Bay Police Service has been a great experience. The work we do can be challenging and fast paced, but it is rewarding to be assisting in the prosecution of justice every day. I enjoy coming to work and being part of such a supportive and inclusive team."

Taylor Howard
Court Clerk - Administration

"Working at the Thunder Bay Police Service Records Department has been such a rewarding experience. Every day brings something new, and it feels great knowing that our work supports frontline officers and helps keep the community safe. The team is friendly, supportive, and dedicated — there's a real sense of purpose and pride in what we do!"

Renee Foessel
Central Records Clerk

1200 Balmoral Street
Thunder Bay, ON
P7B 5Z5

807-684-1200

recruitment@thunderbaypolice.ca