

POLICE SERVICES CLERK (Part-Time)

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching

In this part-time Police Services Clerk role, you will provide a wide variety of clerical and administrative support for the Campbell River RCMP Detachment. Your primary responsibilities will include front counter/reception, information and transcription services.

To be successful in this role, you will have:

- Successfully graduated from Grade 12 or equivalent.
- A minimum of three years previous office administration experience, including switchboard and reception experience.
- Previous experience working in a police environment.
- Previous transcription experience.
- Ability to pass a RCMP Secret Security Screening.

Who you are!

- Positive and optimistic
- Self-motivated and goal oriented
- Diplomatic; you treat everyone with respect and dignity

The rate of pay for this permanent, part-time, CUPE bargaining unit position is **\$29.13 per hour** based on a 20-hour work week and includes a comprehensive benefits package.

Please see the attached to view a detailed job description that lists all the duties and necessary qualifications for this position.

This posting closes on Monday, November 1, 2021.

Please send your resume with covering letter, quoting **Competition EXT-21-53** to:



Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7
Email: careers@campbellriver.ca

We thank all applicants, however, only those selected for interviews will be contacted.

POLICE SERVICES CLERK**Approval Date:** August 2021**Department:** Police Services☐ IAFF☒ CUPE☐ Management**Title of Management Supervisor:** RCMP Municipal Manager**General Accountability:****Purpose and Scope**

Reporting to the RCMP Municipal Manager, the incumbent provides a wide variety of clerical and administrative support for the Campbell River RCMP detachment. Primary responsibilities include front counter/reception, information and transcription services.

The incumbent works as part of an overall records services team¹, led by Police Record Services Coordinators. Working cooperatively and collaboratively, the incumbent is expected to participate as a member of the records services team and provide solutions to problems relating to records management, workflow, and any other matters that may arise.

Nature and Scope of Work**Front Counter/Customer Service:**

- Performs reception duties and addresses complaints, inquiries and other matters received over the phone or at the counter; where required, refers matters to the appropriate contact.
- Receives, obtains and/or clarifies information; creates police files requiring dispatch; transfers all emergency calls to the Courtenay OCC.
- Provides wide variety of information and assistance to the general public in identifying and interpreting offences and infractions as related to municipal bylaws, and/or provincial/federal regulations within prescribed limits.
- Receives and processes a variety of applications including: police information checks, criminal record searches, police certificates, liquor licenses, and various permits.
- Takes non-criminal fingerprints digitally and in ink for various applications.
- Receives lost or found property at the counter; creates police file; documents all particulars; updates records; and ensures correct handling procedures are followed.
- Physically inspects vehicles for compliance with minor ticketed requirements.
- Receives and records fees collected for permits, applications and any other fees for service; maintains front counter cash float; prepares daily cash reconciliation.
- Prepares, processes and/or receives incoming/outgoing mail and courier services.
- Provides access to the RCMP detachment to authorized visitors by documenting and issuing visitor identification tags and arranging for escort.
- Serves legal documents as required.

Transcription:

- Prioritizes and accurately transcribes from digital recording, electronic file (e.g. audio and video), copy, or rough draft a variety of materials such as investigations statements, correspondence, records and reports; checks and corrects grammatical and spelling errors in materials to be typed.

¹“Records services team” includes the following positions: Court Liaison Officer; Watch Clerk; Records Clerk; Exhibit Clerk; Electronic File Disclosure Clerk; Police Services Clerk Typist.

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- Provides information relating to specified matters to internal and external contacts and agencies; tracks and reports hours for fee recovery for reports issued or services provided.

General Administrative Support:

- Utilizes various electronic records/information management systems² (including PRIME, CPIC, JUSTIN) to: query and browse data; input data; route files as necessary for action or follow up; disclose results as required relative to legislation.
- Performs photocopying, filing and related clerical tasks.
- Performs monthly review of the Keep of Prisoner report for data entry accuracy.
- Processes violation tickets.
- Prepares and maintains statistics, files and records relating to a variety of clerical functions.
- Maintains inventory of office supplies and materials.
- Refers non-routine matters to Police Records Services Coordinator or relevant RCMP personnel as necessary.
- Participates in problem-solving with other team members and provides solutions relating to records management, workflow and/or any other matters that may arise.
- Maintains reference manual for position duties for backup personnel and provides in-house training, guidance, and information pertaining to position duties as required.
- Performs other duties as assigned.

Necessary Qualifications

Knowledge:

- General knowledge of modern office procedures, records management, composition of letters and customization of documents.
- General knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Proficiency and accuracy in alphanumeric data entry, as demonstrated through testing.
- Excellent oral, listening and written skills.
- Excellent time management and organizational skills.
- Intermediate proficiency with MS Word and basic proficiency with MS Excel, as demonstrated through testing.
- Proficiency with computers and using the internet and email system.
- Familiar with the use of facsimile machine, photocopier and multi-line telephone switchboard.

Abilities:

- Ability to deal courteously, firmly, tactfully, and diplomatically with the public both on the phone and in person while responding to a wide variety of complaints, problems and circumstances.
- Ability to deal effectively with confrontational clients and remain calm during hostile or stressful situations.
- Ability to exercise sustained periods of concentration to review, locate, analyze, extract and edit data from a wide variety of information sources.
- Ability to accurately transcribe, verbatim, oral statements from digital, audio and/or video recordings, as demonstrated through testing.
- Ability to consistently deliver work of a high degree of accuracy, quality and attention to detail, as demonstrated through testing.
- Ability to prioritize tasks without supervision while working with a high volume of inquiries, continuous interruptions, and changing priorities.
- Ability to deal with radio calls, audio and video recordings, documents, information and material of an extremely disturbing and graphic nature.
- Ability to maintain confidentiality.

² “electronic records/information management systems”: Police Records Information Management Environment (PRIME); Canadian Police Information Centre (CPIC); Justice Information System (JUSTIN)

- Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.
- Ability to work within and contribute to a proactive team environment and provide solutions to problems.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Ability to pass and maintain RCMP Secret Security Screening.
- Ability to be designated a Special Constable status under the British Columbia *Police Act*.
- Ability to successfully complete and pass all required courses offered on the job (eg. RCMP mandated courses).

Education:

- Grade 12 or equivalent.

Experience:

- Minimum of three (3) years' previous office administration experience including switchboard and reception experience.

Preferred Criteria

- Previous experience working in a police environment.
- Previous transcription experience.

Unusual Working Conditions

- Full-time Incumbents will work on a rotational basis (eg. bi-weekly) performing front counter and transcription duties. Notwithstanding, the incumbent performing transcription duties will provide back up to front counter as and when needed.
- Exposure to information and material of an extremely disturbing and graphic nature.
- **Note:** Current, active RCMP Secret Security Screening is required for long-term auxiliary postings.