

Job Description

Working Title:	RCMP DETACHMENT CLERK
Position Type:	CASUAL
FTE (ie: 1.0, 0.5):	N/A
Classification:	LEVEL 2
Division:	PROTECTIVE SERVICES
Department:	COMMUNITY AND PROTECTIVE SERVICES
Reports To:	Operational Support Coordinator
☐	New Position
☒	Update of current position
☐	Significant changes (at least 50% of job has changed) – Job Evaluation required

SECTION 1: PURPOSE OF POSITION

Under the supervision of the Operational Support Coordinator, this position provides administrative support and services to the general public and Members, which includes the provision for duties within Court Detail, Disclosure Unit, Records, and Front Counter. This role provides immediate assistance to both emergency and non-emergency situations to RCMP members and the public. Shift work is required, (including Stat Holidays, evenings and weekends).

SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
20	Administrative and Operational Support - Process and distribute incoming and outgoing mail and courier services - Reconcile daily debit/credit batches and verify with issued receipts for daily transactions completed - Reconcile fleet invoices and monthly returns - Maintain status keeping of police vehicles and members to ensure Officer safety - Select and relay pertinent information from data banks and background from files to police officers - Review, develop, and recommend changes to internal procedures to enhance the delivery of administrative support services - Provide general administrative support to Members and staff; communicate within the Detachment

20	Records and Information Management • Enter data into or gather data from PROS, CPIC, JOIN 2.0, PIP, CJIM, CROMS, ROADS, TEAMS, VISTA, CORES, ORCA, SPIN2, CREF, TEAM, CARTEGRAPH, ATIP • Information Management of the lifecycle of PROS files: Conduct quality assurance assessments of information and data in the Operational Record Management System (ORMS) • Monitor and respond to Detachment's PROS task queue, emails, and fax messages • Ensure accurate entry and maintenance of CPIC data
20	Court and Legal Support • Assist Officers in the execution of their duties as it relates to the Privacy Act, Criminal Code of Canada, Controlled Drugs and Substances Act, Federal and Provincial Statutes, Firearm regulations, Municipal By-laws and other matters for which the RCMP provides services • Dispatch required emergency services to assist Officers in the performance of their duties • Serve Subpoena's and complete Affidavit's • Prepare various legal documents • Prepare Electronic disclosure packages for Officers • Provide a court liaison and administrative services for court related duties
20	Public and Community Service • Intake applications, process and issue Criminal Record Checks, Vulnerable Sector checks and Record Suspensions • Communicate with the Collision Reporting Centre as it relates to the reporting of collisions • Receive, track and respond to CrimeStopper Tips and Reportee files • Assist with the scheduling of community presentations, drafting of media and social media releases as required • Work with RCMP staff to prepare, research and upload material to social media platforms • Maintain professional working relationships with local media, (newspaper, radio stations)
10	Safety • Responsible to actively engage in the health and safety program and be held responsible for the health and safety duties and responsibilities as outlined in Element I of the Health and Safety Manual • Read, understand and comply with the municipality's health and safety policy and procedures • Be familiar with and comply with all worker requirements within the Occupational Health and Safety Act, Regulation and Code • Report all incidents - including near misses – or potentially unsafe acts and conditions, and injuries to the supervisor
10	Other • Attend critical incident debriefings and administrative meetings as required • Maintain security of the Detachment building and public access, including any facility-related issues

	• Provide on-the-job training as required and/or demonstrate procedures • Adhere to RCMP and Town of Stony Plain policies, procedures, and standards • Other duties as assigned and within the scope of this position
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SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
	☐	☐

SECTION 4: QUALIFICATIONS

Level of education and experience required:
• High school diploma • Completion of related post-secondary certificate (asset) • 1-3 years of related work experience

Required designations, licenses, Certificates required:
• Must hold a current RCMP Enhanced Level Security Clearance.

Required Knowledge, Skills and Abilities:
• General knowledge of the RCMP's police/community initiatives, community and federal programs, Municipal Bylaws, and contract partners • Strong organizational skills and ability to multi-task in a fast-paced and stressful environment • Strong interpersonal and communication skills, (verbal, written, listening) with the ability to communicate with tact and diplomacy with internal and external clients • Strong team player • Ability to adapt to varying workloads and timelines • Ability to comprehend complicated procedures and adapt to change easily • Concentration ability, and attention to detail, and accuracy while handling various emergency situations and documenting files • Problem solving/analytical skills when dealing with complaints/concerns from the public • Knowledge of legal system • Strong Information Technology skills • Ability to work shift work, including evenings, weekends, and statutory holidays

Software/Technology
• PROS, JOIN, CPIC, PAT, TEAMS, ROADS, PIP • Microsoft Office Suite

PHYSICAL EFFORT

☒	Routine office environment. Limited physical effort. A variety of typical office requirements such as sitting, standing and walking. Limited physical effort. Limited intense visual concentration is required. Infrequent physical effort (lifting, bending, etc); Infrequent peaks of concentration are necessary for short periods from time to time (e.g. several minutes up to half an hour) Interruptions or distractions occur occasionally, but do not interfere with completion of quality of work as the nature of the work is highly repetitive and routine
☐	Moderate physical effort, requires occasional lifting, bending, standing, climbing ladders, etc. Requires extended periods of standing or moving. Manual dexterity can include handling of items or tools of various



	sizes, sorting or manipulating small parts or materials or tools, where the pace of work can largely be controlled. Intense visual concentration is greater than 50% of the time. Moderate peaks of concentration (e.g. up to half day) are a typical, with some ability to control this by taking breaks from the task. Interruptions or distractions occur frequently and sometimes interfere with output quality or timeliness. Time pressures with the job are noticeable, but are not frequent or significant. May perform a moderate level of heavy physical activities (pulling, lifting, pushing heavy or awkward objects, etc). May require some specialized training and/or use of safety equipment.
☐	Regular, frequent or sustained and considerable physical effort is required with limited opportunities to rest except at scheduled breaks. May require a degree of major physical effort over an extended period of time. Requires frequent or regular considerable moving, standing or heavy physical activities (e.g. lifting, moving, or pulling heavy awkward objects on a regular basis). Typically requires some specialized training (certifications, etc) and/or use of safety equipment. May also require personal protective equipment. Regular, frequent or sustained, and substantial peaks of concentration are a typical throughout the day. It may not be possible to take breaks from tasks due to time pressures and deadlines that often oblige continuation until task completed. Interruptions and distractions occur frequently, and often to significantly interfere with the ability to complete the task correctly/in timely manner and consistently.
WORK ENVIRONMENT	
☐	Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc
☒	Moderate exposure to disagreeable aspects of the work environment. The job may require occasional exposure, but is limited in terms of frequency, severity, and/or duration. May require some specialized training, and/or use of safety equipment.
☐	Considerable, frequent or ongoing exposure to disagreeable aspects of the work environment. The job requires regular exposure in terms of frequency, severity, and/or duration. Typically requires some specialized training (certifications, etc), and/or use of safety equipment. May also require personal protective equipment.

Employee Name (if applicable): _____

Reviewed by Employee: _____

Reviewed by Manager: _____

Review Date: _____