

Job Description

Working Title:	RCMP WATCH CLERK
Position Type:	PERMANENT
FTE (ie: 1.0, 0.5):	1.0
Classification:	LEVEL 2
Division:	PROTECTIVE SERVICES
Department:	COMMUNITY AND PROTECTIVE SERVICES
Reports To:	WATCH CLERK COORDINATOR
<input type="checkbox"/>	New Position
<input checked="" type="checkbox"/>	Update of current position
<input type="checkbox"/>	Significant changes (at least 50% of job has changed) – Job Evaluation required

SECTION 1: PURPOSE OF POSITION

Under the supervision of the Municipal Supervisor and designated Watch Commander, this position provides operational and clerical support to the RCMP members. Shift work is required.

SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
100%	<ul style="list-style-type: none"> Provide operational support for a Detachment Watch including, but not limited to, dispatch, creation of file, linking, scoring files (statistical purposes), conclusion or minor non-investigation files, data searches, and duties specific to operational software (PROS, CPIC, JOIN, and ROADS) necessary for the operational function of the Watch. Receive complaints and emergency calls for police assistance, via telephone. Operate radio equipment; maintain information on radio communications and relay emergency information to police officers; execute the prompt dispatch of required emergency services to assist members; maintain status keeping of police vehicles and members to ensure officer safety. Handle routine clerical duties including scanning and uploading documents to police systems, faxing, and assisting front counter after hours. Maintain operational records systems – PROS, CPIC and administrative record systems. Assist in court-related duties, including compilation of legal documents and E-Disclosure. There is an occasional requirement to provide on-the-job training and/or demonstrate procedures to co-workers as well as calling in of guards, Victim Services Advocates, contacting hospitals, shelters, EMS, tow companies, and road maintenance (municipal and private).

SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
N/A	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4: QUALIFICATIONS

Level of education and experience required:

- Minimum grade 12
- 1 – 3 years directly/indirectly related work experience

Required designations, licenses, Certificates required:

- RCMP Enhanced Security Clearance

Required Knowledge, Skills and Abilities:

- Strong organizational skills
- Ability to multitask
- Solid interpersonal skills
- Excellent verbal and written skills
- Decision-making skills required to assess emergency situations and respond accordingly
- Ability to adapt to varying workloads and timelines while multi-tasking in a stressful environment
- Ability to comprehend complicated procedures
- Concentration ability is necessary while handling various emergency situations
- Problem-solving and analytical skills when dealing with complaints/concerns from the public
- Knowledge of the legal system

Software/Technology

- Computer experience in operating various online systems (eg., PROS, JOIN, CPIC, and ROADS)
- Microsoft Office

PHYSICAL EFFORT

<input checked="" type="checkbox"/>	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
<input type="checkbox"/>	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.

<input type="checkbox"/>	<p>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.</p>
<p style="text-align: center;">WORK ENVIRONMENT</p>	
<input type="checkbox"/>	<p>Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc</p>
<input checked="" type="checkbox"/>	<p>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.</p>
<input type="checkbox"/>	<p>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.</p>