

**POLICE SERVICES CLERK****Approval Date:** February 2024**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 confidential 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 team<sup>1</sup>, 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.

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

- 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:**

- Maintains the integrity and confidentiality of RCMP investigational files, processes, and systems.
- Utilizes various electronic records/information management systems<sup>2</sup> (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:**

- Demonstrated ability to maintain the highest level of confidentiality as it relates to investigational files processed through the RCMP detachment.
- 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.

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

- 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.
- 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 (External Only)**

- 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.