

WATCH CLERK**Approval Date:** February 2024**Department:** Police Services IAFF CUPE Management**Title of Management Supervisor:** RCMP Municipal Manager**General Accountability:****Purpose and Scope**

The incumbent provides administrative and clerical support to all RCMP members working during an assigned shift at the RCMP detachment, utilizing a variety of confidential RCMP applications¹ (e.g. PRIME, CPIC). This position is expected to review all new files in the first instance originating during the shift to ensure PRIME compatibility and adherence to UCR² rules and to ensure that they are complete for administrative purposes. This includes putting all paper-full files away daily in the file room once they are complete. The incumbent works as part of an overall records services team³ led by Police Records 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. The incumbent is also expected to provide efficient and professional customer service on the phone or at the front counter while providing routine information and processing routine transactions, referring customers to the appropriate contact for non-routine matters.

Nature and Scope of Work

- Maintains the integrity and confidentiality of RCMP investigational files, processes and systems.
- Reviews files in PRIME transcription for accuracy to maintain the integrity of the Master Name Index (MNI).
- Maintains files in PRIME by ensuring compatibility with PRIME policy and assigning appropriate UCR scoring for all files prior to upload into PRIME database.
- Generates files in PRIME for various offenses as necessary.
- Concludes files in the first instance.
- Follows the rules of workflow to ensure timely distribution of files to members and support staff.
- Enters/queries files in CPIC as required. Enters locates for missing people, stolen property, warrants, court documents with conditions during shifts as required.
- Distributes incoming and outgoing CPIC messages.
- Provides warrant confirmations to and answers queries from other RCMP detachments.
- Distributes incoming faxes located in general duty area including Crimestoppers tips.
- Liaise with members working out of the office and OCC (Operational Command Centre) via radio or telephone.
- Assists members not assigned to watch with various tasks related to the operation of the detachment.
- Provides administrative support to the assigned shift as requested by the watch commander.
- Creates daily watch report detailing events of the shift for distribution within the detachment.
- Assists RCMP volunteer groups during night shifts having meetings and requiring debriefings.
- Takes fingerprints for non-criminal purposes.
- Provides assistance and break relief to front counter staff during open office hours.
- Responsible for front counter/switchboard duties during closed office hours.

¹ Police Records Information Management Environment (PRIME); Canadian Police Information Centre (CPIC)

² Uniform Crime Reporting (UCR)

³ "Records services team" includes the following positions: Court Liaison Officer; Watch Clerk; Records Clerk; Exhibit Clerk; Electronic File Disclosure Clerk; Police Services Clerk Typist.

- Dicta-types urgent in-custody statements during shifts as required.
- Prepares, types and issues correspondence as directed.
- Refers non-routine matters to Police Records Services Coordinator or relevant RCMP personnel as necessary.
- Files department records.
- Participates and provides solutions to problems relating to records management with other team members.
- Maintains reference manual for position duties for backup personnel.
- Performs other duties as assigned.

Necessary Qualifications

Technical Knowledge/Skills:

- Intermediate level of Microsoft Word.
- Familiar with using the internet and email system.
- Familiar with Criminal Code of Canada, provincial and municipal acts and regulations.
- Familiar with PRIME policies and procedures.
- Familiar with RCMP Policies and Procedures.
- Working knowledge of safe work procedures.
- Familiar with working with RCMP computer systems including PRIME and CPIC.
- Familiar with the use of facsimile machine, photocopier and multi-line telephone switchboard.
- Communicate effectively including completing and reviewing detailed forms, reading and writing memos and letters.
- Excellent oral communication skills.
- Excellent time management and organizational skills.
- Excellent attention to detail.

Abilities:

- Demonstrated ability to maintain the highest level of confidentiality as it relates to investigational files processed through the RCMP detachment.
- Deal courteously and tactfully with all customers both on the phone and in person.
- Ability to consistently deliver work of a high standard of quality, precision and according to standards, procedures, rules, regulations and expectations.
- Remain calm during hostile or stressful situations.
- Work independently while meeting needs of detachment.
- Able to provide solutions to problems.
- Able to work with minimal supervision.
- Work within and contribute to a proactive team environment.
- Effectively respond to a high volume of inquiries and do a multitude of tasks.
- 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.
- Pass and maintain RCMP Reliability Security screening.

Education:

- High school graduation or equivalent.

Training:

- PRIME and CPIC training

Experience:

- Minimum four (4) years' recent (within last eight (8) years) office administration experience inclusive of at least one (1) year work experience at a police detachment.
- Minimum one (1) year working with PRIME workflow, or workflow with equivalent police records information management environment (i.e. PROS), identifying deficiencies and providing solutions within records management.

Unusual Working Conditions

- **Note:** Article 17.02 of the current collective agreement between the City of Campbell River and CUPE Local 401 permits shift and schedule changes for reasons including training and relief. Watch Clerks can expect to receive shift change notice at various times and, in general, the two most junior Watch Clerks will be most likely to have shifts changed.
- **Note:** Current, active RCMP Secret Security Screening is required for long-term auxiliary postings.