

## **POLICE SERVICES RELIEF –** **WATCH CLERK**

The City of Campbell River is recruiting people for relief positions at the Campbell River RCMP Detachment.

Looking for:

- People who want to make a difference, enhance community safety, and take pride in doing what's right

We need:

- Watch Clerks

What's in it for you:

- Be part of a respected national organization with a strong local presence
- Take on a challenging position supported by an enthusiastic and committed team
- Earn a competitive wage and contribute to community wellbeing
- Enjoy an unsurpassed west coast lifestyle

Please see the attached document for a detailed job description.

Interested applicants are requested to send their resume AND covering letter quoting **2011-PSR-WATCH** to:



Human Resources Department  
City of Campbell River  
301 St. Ann's Road  
Campbell River BC V9W 4C7  
Fax: (250) 286-5760  
Email: [careers@campbellriver.ca](mailto:careers@campbellriver.ca)

**This posting is open until filled.**

We thank all applicants for their interest; however, only those short listed for interviews will be contacted.



## Job Description

# WATCH CLERK

<b>Approval Date:</b> September 2011	<b>Department:</b> Police Services	
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management
<b>Title of Excluded Supervisor:</b> RCMP Municipal Manager		

### General Accountability:

#### Purpose and Scope

The incumbent is responsible for providing clerical support to all members working during an assigned shift at the RCMP detachment. This position primarily utilizes PRIME (Police Records Information Management Environment) and CPIC (Canadian Police Information Centre) during their shift. This position is expected to review all new files in the first instance originating during the shift to ensure PRIME compatibility and adherence to UCR (Uniform Crime Reporting) 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 a Records Team, which includes a Records Administrator and Records Clerks who work during their day shifts. Working cooperatively and collaboratively as part of the Records Team, the incumbent is expected to participate and provide solutions to problems relating to records management. 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

- 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.
- Follows the rules of workflow to ensure timely distribution of files to members and support staff.
- Enters/queries files in CPIC (Canadian Police Information Centre) as required. Enters locates for missing people, stolen property, and warrants 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.
- Provides relief for guard breaks during night shifts – monitors prisoners, books in prisoners to CABS (Computer Assisted Booking System) system, accepts/returns prisoner effects.

- Dicta-types urgent in-custody statements during shifts as required.
- Refers non-routine matters to Records Administrator or relevant RCMP personnel as necessary.
- Participates and provides solutions to problems relating to records management with other team members.
- Maintains reference manual for position duties for backup personnel.
- Concludes files in the first instance.
- Performs other duties as assigned.

**Necessary Qualifications**

**Knowledge:**

- Intermediate level of WordPerfect or 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, CPIC, CABS and PIRS.
- Familiar with the use of facsimile machine, photocopier and multi-line telephone switchboard.

**Skills:**

- 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:**

- Deal courteously and tactfully with all customers both on the phone and in person.
- 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.
- Pass and maintain RCMP Reliability security screening.

**Education:**

- High school graduation or equivalent.

**Training:**

- Current Level I first aid course including adult CPR certification.
- EMRT (Emergency Medical Response Training) required prior to expiry of Level I first aid course and updated as required by RCMP policy, to be successfully acquired when offered.
- Guard refresher training as required by RCMP policy, to be successfully acquired when offered.
- PRIME, CPIC, and CABS training.

**Experience:**

- Minimum four 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 (ie. PROS), identifying deficiencies and providing solutions within records management.

Signature of Incumbent: _____	Date: _____
Signature of Supervisor: _____	Date: _____