

POLICE RECORDS SERVICES COORDINATOR

(Long Term Auxiliary – Anticipated End Date of June 2025)

The City of Campbell River is seeking a Long Term Auxiliary **Police Records Services Coordinator** to join our Police Services Department.

***Naturally, Campbell River** – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.*

The role – As part of the Police Services team, reporting to the RCMP Municipal Manager, this position oversees the work of a team that includes the Court Liaison Officer, Electronic File Disclosure Clerk, Watch Clerk, Records Clerk, Exhibit Clerk, and Police Services Clerk positions. This position is responsible for maintaining the overall integrity of respective confidential RCMP applications, records management systems, and teamwork processes in compliance with applicable legislation, policies, and procedures.

Our ideal candidate will have:

- Grade 12 or equivalent.
- Minimum one (1) year Certificate in office administration from an accredited school or program; **or** Assessable equivalent in education, training, and experience, including the successful completion of a course (accredited course or a course of 25 hours or more in duration from an accredited school or program) in each of the following: Leadership/supervision; and Conflict resolution.
- Introductory course in Occupational Health and Safety.
- PRIME, CPIC and UCR training.
- Minimum of five (5) years' office administration experience within the last seven (7) years.
- Three (3) years' experience working in PRIME workflow, or workflow with equivalent police records information management environment (i.e. PROS), identifying deficiencies and providing solutions within records management, within the last seven (7) years.
- Three (3) years' supervisory experience in a team environment within the last seven (7) years.
- Experience with JUSTIN.
- Ability to pass and maintain an RCMP Reliability Security screening.

The rate of pay for this Long Term Auxiliary, CUPE bargaining unit position is \$38.97 per hour working four (4), ten (10) hour days between the hours of 7:00am and 6:00pm, with a lunch period of one (1) hour; followed by four (4) consecutive days off.

For more information on this opportunity, please see the attached job description that lists all the duties and necessary qualifications for this position.

This posting closes on Thursday, April 25, 2024

Please send your resume with covering letter, quoting **Competition EXT-24-028** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

POLICE RECORDS SERVICES COORDINATOR**Approval Date:** February 2024**Department:** Police Services IAFF CUPE Management**Title of Management Supervisor:** RCMP Municipal Manager**General Accountability:****Purpose and Scope**

Reporting to and taking direction from the RCMP Municipal Manager, this position oversees and directs the work of a team that includes the Court Liaison Officer, Electronic File Disclosure Clerk, Watch Clerk, Records Clerk, Exhibit Clerk, and Police Services Clerk positions. This position is responsible for maintaining the overall integrity of respective confidential RCMP applications, records management systems, and team work processes in compliance with applicable legislation, policies and procedures.

Nature and Scope of Work

Oversees a team of technical, skilled, administrative support employees to ensure the RCMP operational functions and records management meet all legislated requirements, policies and procedures. Functions of this position include and are not limited to:

Supervisory:

- Assists management team with recruitment, evaluation, development, performance planning, and review of administrative support employees;
- Orients, trains, coaches, mentors and provides leadership to administrative support employees in records management;
- Monitors workflow and sets priorities;
- Develops recommendations for improved procedures, employee training and work efficiencies;
- Provides guidance to employees on routine and non-routine issues;
- Communicates regularly with other team leaders and management to maintain an efficient and effective workflow;
- Oversees written responses to outside agencies by other detachment support staff in order to ensure compliance to relevant legislation, policies and procedures;
- Provides objective verbal and written assessments of team members' abilities to demonstrate competencies required to perform job functions;
- Assists management team with scheduling, coordinating coverage, and approving time entries;

Technical Expertise:

- Maintains the integrity and confidentiality of RCMP investigational files, processes and systems;
- Keeps abreast of changes to applicable statutes and legislation, policies and procedures;
- Utilizes RCMP database applications (including and not limited to PRIME¹, CPIC², and Intellibook) to: browse and query data; enter data; modify data; assign files as necessary for processing or follow up; conclude files; research and prepare documentation for external agencies; and/or to report statistical and administrative information;

¹ Police Records Information Management Environment (PRIME)

² Canadian Police Information Centre (CPIC)

- Generates various reports (e.g. PRIME, UCR³, OSR⁴, CCJS⁵, etc.) on a regular basis for auditing purposes to ensure all records comply with applicable legislation, policies and procedures, and to identify training opportunities for team members;
- Maintains the integrity of the MNI⁶;
- Trains administrative support staff in records management including:
 - records management relating to operational files in the first instance including organizing and scoring files to ensure PRIME compatibility and adherence to UCR rules; and
 - records management relating to investigational files for final review after the first instance including organizing and modifying files in PRIME and CPIC;
- Liaises with RCMP personnel to maintain effectiveness and efficiency of records management;
- Assumes conduct of complex files from team members as and when required;
- Responds to court orders in compliance with relevant legislation, policies and procedures;
- Creates and maintains training reference materials as required, ensuring team member manuals are updated as required;
- Assists with supervisors' (i.e. Watch Commanders) queues for files that can be concluded as and when required;
- Provides records management training, support and assistance to RCMP Members as and when required;
- Refers non-routine matters to supervisor or relevant RCMP personnel as necessary;
- Maintains reference manual for position duties for backup personnel;
- Performs other duties as may be assigned.

Necessary Qualifications

Technical Knowledge/Skills:

- Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to handling classified/sensitive material and access to information pursuant to respective privacy legislation and security policies.
- Employment standards including Work Safe regulations.
- Knowledge and experience using the MNI.
- Computer efficiencies (including advanced proficiency in Microsoft Word and Excel; standard proficiency in PowerPoint).
- Proficiency with RCMP databases including and not limited to PRIME, CPIC, and Intellibook.

Key Competencies:

Key Competency	Job Specific Requirements
Accountability & Reliability	Holds self and others accountable for measurable high-quality, timely, and cost effective results, working within established systems, procedures and rules.
Communication	Excellent oral and written communication skills, including ability to listen effectively, clarify information as needed, and convey information in a clear, concise, organized, and convincing manner for the intended audience.
Conflict Management	Able to resolve conflict and disagreements in a constructive manner, and deal effectively with the public, staff and outside agencies.
Service Orientation	Skilled at anticipating and meeting the needs of both internal and external customers. Delivers high-quality products and services with a commitment to continuous improvement.
Decision Making & Problem Solving	Able to exercise sound judgment and provide well-informed, effective and timely decisions, and recommend evaluated solutions to problems that arise.
Adaptability & Flexibility	Effectively responds to a high volume of inquiries and a multitude of varied and changing tasks.

³ Uniform Crime Reporting (UCR)

⁴ Operational Statistics Reporting (OSR)

⁵ Canadian Centre for Justice Statistics (CCJS)

⁶ Master Name Index (MNI)

Initiative	Able to work under general direction only, exercising considerable independence and initiative in the execution of duties in an ever-changing environment.
Leadership	Skilled in providing honest, fair and ethical leadership within a proactive team environment. Able and willing to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
Networking and Relationship Building	Able to establish and maintain effective working relationships and networks with employees, other departments, agencies, partners and the public.
Stress Tolerance	Able to deal effectively with pressure, remain optimistic and persistent, and recover quickly from setbacks.
Teamwork	Skilled at maintaining a positive attitude and performing as an effective team player, inspiring team commitment, spirit, pride and trust.

Education/Training/Certification:

- Grade 12 or equivalent.
- Minimum one (1) year Certificate in office administration from an accredited school or program; **or**
- Assessable equivalent in education, training and experience, including the successful completion of a course (*accredited course or a course of 25 hours or more in duration from an accredited school or program*) in each of the following:
 - Leadership/supervision; and
 - Conflict resolution.
- Introductory course in Occupational Health and Safety.
- PRIME, CPIC and UCR training.

Experience:

- Minimum of five (5) years’ office administration experience within the last seven (7) years.
- Three (3) years’ experience working in PRIME workflow, or workflow with equivalent police records information management environment (i.e. PROS⁷), identifying deficiencies and providing solutions within records management, within the last seven (7) years.
- Three (3) years’ supervisory experience in a team environment within the last seven (7) years.
- Experience with JUSTIN⁸.

Unusual Working Conditions:

- Must achieve and maintain RCMP Reliability Security Screening.
- **NOTE: Current, active RCMP Reliability Security Screening is required for long-term auxiliary postings.**

⁷ Police Reporting and Occurrence System (PROS)

⁸ Justice Information System (JUSTIN)