POLICE SERVICES ADMINISTRATIVE RELIEF

The City of Campbell River is recruiting qualified individuals for relief positions within the Campbell River RCMP Detachment. These individuals are used on an on-call, as-needed basis.

We are looking for:

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

We need:

- Watch Clerks
- Administrative Assistants

What is 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

Full details of each position can be located under Employment Opportunities on the City of Campbell River's website: www.campbellriver.ca.

Please note that as a condition of employment successful candidates will have to undergo an RCMP Reliability Security Screening.

Interested applicants are requested to send their resume AND covering letter quoting **2014-PSADMIN** to:

City of Campbell River

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

This posting will remain open until filled.

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

City of Campbell River

Job Description

ADMINISTRATIVE ASSISTANT

Approval Date:	March 2010	**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, the Administrative Assistant (working independently on most assignments) performs a wide variety of clerical, administrative, and transcription services in support of the RCMP and Police Services department.

Nature and Scope of Work

Performs a wide variety of clerical duties including, but not limited to, the following functions:

- Provides reception and switchboard services to the RCMP and Police Services department.
- Prioritizes and types recorded interview statements required by the RCMP for court and investigational purposes.
- Utilizes RCMP database applications (including, but not limited to PRIME, CPIC, and PIRS) to: browse and query data; enter data; assign files as necessary for processing or follow up; process 'found property'; research and prepare correspondence to external agencies; and/or process criminal record checks and chauffeur's permits.
- Prepares, processes and/or maintains a variety of departmental documentation (electronic and hard copy) and/or correspondence as directed.
- Maintains and updates electronic and/or hard copy files as required.
- Receives and reconciles cash.
- Receives and routes incoming and outgoing mail and shipments.
- Maintains and orders office supplies.
- Physically inspects customer vehicles for compliance with minor ticketed requirements.
- Maintains detachment security for visitors as per RCMP policy.
- Provides backup coverage for the other Administrative Assistant positions within the detachment as required.
- Updates and maintains department reference material.
- Maintains reference manual for position duties for backup personnel.
- Other duties as may be assigned.

Necessary Qualifications

Knowledge:

- General office procedures, composition of letters and customization of documents.
- Working knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Excellent keyboarding/typing skills.
- Good oral, listening and written skills.
- Good time management and organization skills.
- Good decision-making and problem-solving skills.

- Intermediate proficiency with Microsoft Word.
- Basic proficiency with Microsoft Excel.
- General computer literacy.

Abilities:

- Ability to deal courteously and tactfully with all customers.
- Ability to remain calm during hostile or stressful situations.
- Ability to receive and reconcile cash.
- Ability to work with minimal supervision.
- Ability to work within and contribute to a proactive team environment.
- Ability to effectively respond to a high volume of inquiries and do a multitude of tasks.
- Ability to process, check and maintain a variety of office records, files, reports, documents and related materials, as well as file and retrieve information both manually and electronically.
- Ability to operate office equipment.
- For positions posted within the RCMP Detachment, ability to pass and maintain RCMP Enhanced Reliability security screening. Where the assigned duties encompass data entry for the General Investigation Services Unit, the ability to pass and maintain RCMP Secret security screening.

Education:

- Grade 12 or equivalent.

Training:

Experience:

- Minimum three (3) years clerical work experience (within last seven (7) years) in an office environment.

Preferred Criteria

Unusual Working Conditions

- When providing transcription services, the incumbent is exposed to extremely graphic and disturbing information. The work is routine and repetitive, requiring a high degree of speed and accuracy. Extended periods of typing and concentration are required.

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

City of Campbell River

Job Description

WATCH CLERK

Approval Date:	September 2011	**Department:**	Police Services
☐ IAFF	☒ CUPE	☐ Management	
Title of Excluded Supervisor:	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:	