



**Sidney**

## **EMPLOYMENT OPPORTUNITY**

**Job Title: Police Clerk I - Reception**

**Competition Number: 2024-U03**

**Number of Positions: One**

**Status: Permanent - Full Time**

**Union Position: CUPE LOCAL 374**

**Days/Hours of Work: Monday - Friday, 35 Hour Work Week**

**Pay: \$30.61 - 33.23 hourly - Pay Grade 5**

### **Job Description**

#### **1. FUNCTION**

Reporting to the Office Manager, the incumbent will provide a wide range of administrative and clerical duties. Often complex and always confidential in nature, primary responsibilities include; front counter reception, phone call management, and transcription services.

#### **2. TYPICAL DUTIES**

- a) Assist the public by telephone and/or in-person by responding to inquiries and receiving, documenting and creating operational police files.
- b) Complete and process appropriate forms such as incident reports, motor vehicle documents, Police Certificates, foreign pension forms, etc., utilizing a variety of records management and digital systems.
- c) Coordinate, review and complete all Criminal Record Check (PIC) applications utilizing the BC PRIME, CPIC, and CCRTS (fingerprints) systems.
- d) Receive and initiate found property reports as necessary ensuring Exhibit control compliance in support of detachment processes.
- e) Maintain radio communication using standard operating radio procedures, as necessary.
- f) Monitor and maintain assigned Records Management System queues in support of the detachment Records department, as necessary.
- g) Process incoming and out-going deliveries and mail, drafting correspondence when required; including but not limited to ICBC, private insurance company, and law firm requests for file information.
- h) Coordinate all monthly high-volume false alarm occurrence files
- i) Receive payments for criminal record check applications, fingerprints and release of information to other agencies.
- j) Perform transcription requests from digital recordings as requested.
- k) Other related work as required or assigned by supervisor.

### 3. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- a) Excellent communication skills (written, oral and listening) with the ability to demonstrate compassion while ensuring accuracy in obtaining required data for police purposes
- b) Ability to receive and provide information and assistance to the public and staff in an effective and professional manner.
- c) General knowledge of modern office procedures and their application in the use of computer-based systems, multi-line telephone systems, and standard office equipment (photocopier, fax, postal meter/scales, etc.).
- d) Proficient computer skills in various RCMP/office electronic databases: PRIME, CPIC, and MS Office applications.
- e) Accuracy in typing/word processing and with a minimum speed of 50 net wpm.
- f) Basic knowledge of police radio standards and codes.
- g) The ability to remain focused for an extended period of time.
- h) Must obtain and/or maintain an Enhanced Reliability Security (ERC) clearance.

### 4. TRAINING AND EXPERIENCE

- a) Completion of Grade 12.
  - b) Completion of the following Pacific Regional Training Centre courses:
    - PRIME – Records Management System
    - PRIME – Master Name Index
- OR
- c) Equivalent training and experience working with BC PRIME Records Management (RMS) systems.
  - d) Minimum 2 years' related experience in a police environment utilizing computerized systems and databases.

**SUBMIT TO:** Human Resources Department at [careers@sidney.ca](mailto:careers@sidney.ca)

**POSTING DATE:** Thursday, February 1, 2024

**CLOSING DATE:** APPLICATIONS MUST BE received by **Friday, March 8, 2024 at 4:00PM.**