



JOB DESCRIPTION

Position: PRIME System and Compliance Coordinator

Union: CUPE Local 374

Approval Date:

1. FUNCTION

Reporting to the Manager of RCMP Administrative Services, this position serves as the detachment's primary resource and subject matter expert for the Police Records Information Management Environment (PRIME) system. This position identifies issues related to data management and recommends improvement, ensures data integrity, and supports RCMP members and administrative staff. This role includes identifying records management trends through reviews and audits of operational file data, developing detachment-level policies and Standard Operating Procedures (SOPs), informal training for detachment end users, and recommending best practice improvements to the management team. This position requires a high level of independence, attention to detail, and the ability to train and support users in a dynamic policing environment while ensuring compliance with RCMP policy, federal/provincial statutes, and data governance standards. Obtaining and maintaining an RCMP Enhanced Reliability Clearance is an *essential* condition of this position.

2. TYPICAL DUTIES

- a) Coordinate PRIME workflows, UCR scoring, and data quality assurance initiatives.
- b) Conduct regular audits of operational police file data in the PRIME records management database, identify data error trends, develop improvement plans that are policy compliant, and action the corrections.
- c) Review operational files for quality assurance to comply with PRIME BC Policy and RCMP standards, ensure appropriate corrections are actioned, and data integrity is maintained for external stakeholder reporting (e.g. Statistics Canada, Mayor and Council data and the detachment Annual Performance Plan).
- d) Review and maintain unique records for policy compliance, such as, but not limited to, private files, flag records, and CAD hazards, with appropriate follow-ups and compliance tracking.
- e) Process and manage all requests for Non-Disclosure, Records Suspensions, and Pardons in accordance with RCMP policy and applicable legislation.
- f) Manage onboarding and offboarding access rights for new staff on PRIME, JUSTIN, Intellibook, and related systems.

- g) Liaise with Information Management and Communications (IMC), PRIME Police Access Agreement (PAA), and RCMP members to ensure policy adherence and resolve system issues.
- h) Develop and maintain local workflows, routing rules, and documentation, including the creation of internal policy documents, Unit Supplements and Standard Operating Procedures (SOPs) that support internal Records Management System (RMS) processes. Ensure these materials align with Divisional BC PRIME policy and are regularly updated to reflect changes in the system and legislation. These resources serve as foundational tools for training, compliance, and operational consistency across the detachment.
- i) Report strategic recommendations and best practices to the management team to enhance operational efficiency.
- j) Host training sessions and provide one-on-one support for members and staff on PRIME policies and system updates.
- k) Troubleshoot PRIME system issues and coordinate with IT or PAA as needed.
- l) Perform other related duties as required.

3. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- a) Extensive knowledge of PRIME, UCR scoring, release of information policy, and CPIC.
- b) Comprehensive knowledge of the Criminal Code, applicable Provincial and Federal Statutes and municipal bylaws, RCMP Informatics and Information Management Policy, information and privacy statutes, and police and court administrative policies, procedures and regulations.
- c) Ability to interpret and apply relevant policies, regulations, legislation, and statutes.
- d) Strong ability to audit and analyze data to identify record management trends, develop strategic recommendations and implement improvements.
- e) Knowledge of the relevant Federal and Provincial RCMP and BC PRIME policies and procedures applicable to hardcopy and electronic police records file management, Non-Disclosure, Records Suspensions, and Pardons.
- f) Strong decision-making and problem-solving skills to mitigate risks and promote sound governance of the detachment's police records.
- g) Ability to work independently and in a team environment, prioritize tasks, and manage high volumes of work with accuracy and efficiency.
- h) Effective and clear communication and discretion when handling confidential information and interacting with internal and external contacts.

- i) Ability to develop and deliver informal training and guidance to detachment end users to promote continuous learning and user knowledge of the BC PRIME system updates and policy changes.
- j) Proficiency in keyboarding/word processing, with a working knowledge of various computer word processing systems and software, including but not limited to Microsoft Office 365, including intermediate level of Excel, and Adobe Acrobat.
- k) Accurate typing/word processing at a minimum speed of 50 net wpm.

4. TRAINING AND EXPERIENCE

- a) Completion of Grade 12, supplemented by post-secondary courses in, criminal, justice, law enforcement, or legal administration.
- b) Minimum five years' experience working with PRIME (or PROS) RMS.
- c) Experience in developing and delivering in-house training as a subject matter expert.
- d) Obtain and maintain an RCMP Enhanced Reliability Security (ERS) Clearance.