



JOB DESCRIPTION

Position: Police Clerk I – Reception

Union: CUPE Local 374

Approval Date: February 1, 2024

1. FUNCTION

Reporting to the Manager of Administrative Services, the incumbent will provide a wide range of administrative and clerical duties. Often complex and always confidential nature, primary responsibilities include front counter reception, phone call management, and transcription services. Obtaining and maintaining an RCMP Enhanced Reliability Clearance is an *essential* condition of this position.

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.

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.
 - e) Obtain and maintain an Enhanced Reliability Security (ERC) clearance.