

WATCH CLERK (part-time and full-time)

- *Do you have a passion for working in Protective Services?*
- *Do you want to work and live in a beautiful coastal environment?*

Vancouver Island is one of Canada's most enviable locations and Campbell River is ideally situated to take advantage of the best the island has to offer. With a moderate climate, spectacular scenery and year-round recreational offerings at its doorstep, Campbell River is a community that will continue to attract people from all locations.

The City of Campbell River is looking for both part-time and full-time **Watch Clerks** to work within the Police Services Department of our local RCMP Detachment.

Reporting to the RCMP Municipal Manager and taking direction from the Police Records Services Coordinator, you will be responsible for providing administrative and clerical support to all members working during an assigned shift at the RCMP detachment.

For this position you ***MUST*** have the following:

- completed your Grade 12;
- have at least four (4) years (within the last eight (8) years) office administration experience;
- have at least one (1) year working within a police detachment working with PRIME workflow, or workflow with equivalent police records information management environment (ie. PROS), identifying deficiencies and providing solutions within records management (within the last eight (8) years).

Full-time hours consists of four (4), twelve (12) hours day shifts; followed by four (4), ten (10) hours night shifts; followed by four (4) days off.

Part-time hours consists of two (2), twelve (12) hour day shifts; followed by two (2), ten (10) hour night shifts; followed by twelve (12) days off. The part time Watch Clerk will also be available and required to provide relief coverage for the Administrative Assistants, Watch Clerks, Records Clerks and the Exhibit Clerk, inclusive of day and night shifts.

The current hourly rate of pay for this CUPE bargaining unit position is \$28.23.

Please see the attached job description that lists all the necessary qualifications for this position.

If you have the skills we are looking for, you wish to work in a friendly, goal oriented department, and you want to live, work and play in a great community, apply now!

Please send your resume AND covering letter, quoting **EXT-17-24** to:



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 closes at 4:30pm on Friday, June 23, 2017

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

WATCH CLERK**Approval Date:** June 2017**Department:** Police Services IAFF CUPE Management**Title of Excluded Supervisor:** RCMP Municipal Manager**General Accountability:****Purpose and Scope**

The incumbent is responsible for providing administrative and 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, reporting to the Police Records Services Coordinator and working with 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.
- Concludes files in the first instance.
- 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.
- Dicta-types urgent in-custody statements during shifts as required.
- Prepares, types and issues correspondence as directed.

- Refers non-routine matters to Police Records Services Coordinator or relevant RCMP personnel as necessary.
- Files department records.
- Participates and provides solutions to problems relating to records management with other team members.
- Maintains reference manual for position duties for backup personnel.
- Performs other duties as assigned.

Necessary Qualifications

Knowledge:

- Intermediate level of Microsoft 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.
- Ability to consistently deliver work of a high standard of quality, precision and according to standards, procedures, rules, regulations and expectations.
- 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.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Pass and maintain RCMP Reliability Security screening.

Education:

- High school graduation or equivalent.

Training:

- PRIME, CPIC, and CABS training.

Experience:

- Minimum four (4) 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.

Unusual Working Conditions

- NOTE: For long term auxiliary postings, this position requires current, active RCMP Reliability Security Screening.