Position Description

Position Title: Police Services Front Counter Clerk
Department: Police Services
Last Updated: July 2021

Summary

The Police Services Front Counter Clerk performs a variety of client and reception services, including civil fingerprinting, Police Information Checks, aiding and providing information to the General Public, and varied support services to RCMP members and administrative and operational Support staff.

Key Accountabilities

- Provides reception services, assistance and information to the general public
- Provides varied administration and operational support services to RCMP Members
- Processes Police Certificates, Civil Fingerprints, Police Information Checks, and Local Police Checks for Record Suspension (Pardons) for persons residing in Detachment area
- Serves Subpoenas and other legal documents to individuals attending the Detachment as requested by Regular Members of West Shore RCMP
- Receives and records found property received from the general public at the Detachment front counter
- Manages operational files initiated at the Detachment Front Counter utilising PRIME
- Receives and processes incoming Detachment mail and courier packages and arranges courier services for Detachment personnel
- Processes various administrative and operational reports
- Maintains daily cash register operations to include the balancing of the cash totals at end of day and month
- Provides training as required relating to front desk procedures
- Maintains office supplies and equipment for the Front Counter area

Qualifications

- Completion of Grade 12 and two (2) years' related experience ideally within an RCMP environment (or an equivalent combination)
- The ability to obtain and maintain a security clearance is mandatory
- Typing/keyboard Certificate of Proficiency for typing speed minimum of 50 words per minute
- Proficient in various computerised Information/Data Systems, office equipment, word processing systems, and various transcription software programs
- Working knowledge of Police Records Information Management Environment (PRIME) System and Canadian Police Information Centre (CPIC) System is considered an asset
- Ability to interpret and apply policies, regulations and statutes
- Ability to maintain accurate records
- Ability to tactfully deal with concerns, questions or issues both verbally and in writing

where it all happens.

- Ability to address shifting work priorities with strong time-management skills and the ability to effectively multi-task under pressure of heavy workload
- Ability to work both independently and in a team environment
- Ability to carry small loads of supplies and capable of standing or sitting for long periods of time as required

where it all happens.