

Position Description

Position Title: Major Crimes Support Clerk
Department: Police Services
Last Updated: July 2021

Summary

The Major Crimes Support Clerk performs varied administrative and operational support duties for the plain clothes sections of the West Shore Detachment. This position also provides research, administrative and operational support to regular members of the West Shore Detachment external to the related Section and provides information and explanations to the public and other agencies, as required.

Key Accountabilities

- Coordinates all Operational, Classified and Administrative files and provides administrative support for all Human Source files
- Using the Police Records Information Management Environment (PRIME) system and in accordance with PRIME Policy, creates files, scans documents, reviews Reports to Crown Counsel, reviews and concludes files, and other related PRIME duties
- Prepares files for Electronic Disclosure on ADOBE system (including bookmarking & linking audio/video) for Public Complaints, Code of Conducts and files being forwarded to Crown Counsel
- Maintains all related Section Queues as required
- Coordinates and completes transcription requirements for all related Units and reporting lines as required
- Coordinates ViCLAS booklets and assigns follow ups to members as required
- Composes, edits and proof-reads correspondence, internal instructions and forms
- Prepares, vets, and releases documents as per the disclosure policy as required
- Conducts research and makes enquiries for members, staff, outside agencies and other police agencies as required
- Records and processes information from the general public, government departments, outside agencies and other police agencies
- Operates police radio as required
- Processes various operational and administrative ledgers and report statistics for management
- Distributes incoming mail and processes outgoing mail, including classified mail as per policy
- Provides reception duties for all related Units
- Liaises with OCC when tips are received in the detachment, filters calls as they come in, takes notes and contact information and documents on file for member investigation
- Supports and assists outside agencies (ie. VIIMCU) when investigating files in the detachment
- Attends meetings within the detachment and with outside agencies, takes minutes and distributes to all attendees as required
- Photocopies, scans and faxes documentation to outside agencies as required Performs other related duties as required

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
- 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