

Position Description

Position Title: Police Services Floater Clerk
Department: Police Services
Last Updated: December 2022

Summary

The Police Services Floater Clerk performs all aspects of Switchboard, Front Counter and Transcription in a back-up capacity and provides support to the CPIC Clerk and PRIME coordinator by providing coverage during breaks, flex days, vacation and sick days. This position is also directly involved in performing civil fingerprinting, records management and other administrative related duties.

Key Accountabilities

- Provides back up and assistance to other Administration and Operational Support personnel as required
- Utilises PRIME to browse and query for a variety of information to support inquiries and provide data to the general public, other agencies, RCMP members and departments as required in accordance with both RCMP and West Shore Detachment policies
- Queries, verifies and extracts data for members and operational files from various databases
- Supports the CPIC Clerk by using the Canadian Police Information System (CPIC) to make applicable entries, removals and corrections for property records, sending narrative messages as required
- Assists in the maintenance of the electronic filing system including the scanning of files and production of file labels
- Assists in the ordering of Detachment supplies
- Performs all duties of the Switchboard Clerk, Front Counter Clerk, and Transcription Clerk 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