

Position Description

Position Title: Watch Clerk
Department: Police Services
Last Updated: July 2025

where it all happens.

Summary

This is a full-time Union position which falls under the direction of the RCMP West Shore Detachment. The work is performed in an operational environment and day to day supervision is provided by the Watch Commander on duty. Administrative and Human Resource support/direction is provided by the Municipal Officer Manager in coordination with the City of Colwood. The position involves high volume workloads and professional level duties where independence and judgement skills are important. The essence of this position is the provision of real time support to front line police officers.

Key Duties & Accountabilities

- Provide operational and administrative support to front line officers at the West Shore Detachment of the Royal Canadian Mounted Police.
- Provide assistance and support to front line officers, in the field by telephone and radio, or in person at the detachment office.
- Manage operational files in PRIME, including the Transcription Queue, Records Queue, Pending Queue and Completed Complaints Queue.
- Manage operational files in hard copy format.
- Perform regular quality assurance maintenance of file content and statistical reporting.
- Make CPIC entries, removals and corrections for persons and property and ensure the CPIC records comply with CPIC policy.
- Conduct queries using the JUSTIN data management system.
- Review court documents and prepare /assemble Reports to Crown Counsel.
- Research and answer enquiries for members, staff, outside agencies and other police agencies.
- Provide records keeping functions for the Watch.
- Compose, edit and proofread correspondence, internal instructions and forms.
- Process various operational and administrative monthly reports.
- Operate police radio and mobile workstation.
- Manage office supplies and equipment for the general duty watch.
- Provide training and instruction to Detachment Staff relating to computer system and Watch Clerk procedures.
- Operate a variety of office equipment.
- Record and process information and complaints from the general public, government departments, outside agencies and other police agencies. Answer general enquiries from the public and partner agencies.
- May be requested to work outside office hours, including in support of events and local emergencies
- Performs other related duties as required

Qualifications

- Grade 12 Diploma and a minimum of one (1) year experience in a police administrative environment
- Required to sign Statement of Agreement for RCMP Information Technology
- Required to sign Acceptable User Practices for RCMP Information Technology (procedures and practices related to security of information, including access to information, National and Departmental Security)
- A valid BC Driver's License is not required but certainly beneficial in the context of 24 hour shifting
- Ability to carry small loads of supplies and standing or sitting for long periods of time may be required
- Ability to tactfully deal with concerns, questions or issues posed by front line police officers, members of the public and volunteers, 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 maintain confidentiality
- Considerable knowledge of police databases and scoring applications
- Successful completion of PRIME and UCR training, as well as CPIC certification
- Ability to interpret and apply policies, regulations and statutes
- Strong interpersonal, communication, organizational and problem-solving skills.
- Ability to maintain accurate records
- Minimum typing speed of 60 wpm
- Ability to cope effectively with files containing graphic information relating to tragedy and crime
- Working knowledge of the Criminal Code of Canada, common provincial and federal statutes, bylaws and general understanding of the criminal justice system
- Requires a working knowledge of the operation of Police Radio system, including understanding of the "10" code system for receiving and relaying information
- A commitment to continuous improvement and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself