

**City of Castlegar
POSITION DESCRIPTION**

POSITION TITLE: RCMP Front Counter Clerk	DATE: March 2023
DEPARTMENT: RCMP	REPORTS TO: Detachment Commander or Delegate

SUMMARY

Receive, assess and respond to front counter and telephone enquiries. Provides a broad array of administrative support and services. Responsible for dispatch communications and file records. Provides pertinent information to members using data banks and background material. Manage information in a variety of systems including CPIC, PRIME, JUSTIN, CJIM, and manual filing systems. Disclosure Clerk and Police Information Checks (criminal record check). Act as Commissioner for taking oaths. Provides back up to the RCMP Court Liaison Clerk and RCMP Records Clerk when required.

RESPONSIBILITIES

1. Operates the telephone system, radio/telephone systems and co-ordinates the radio communications between the i/c air, land or water in search and pursuits operations, contacts tow trucks, fire department, ambulance etc.
2. Provides advice and assistance to the general public which includes explaining and interpreting rules, regulations and general policy and referring others to the appropriate person(s).
3. Research, input, modify, monitor track, analyze, extract, delete data and information in a variety of automated Operational Records Management Systems (ORMS), such as: CPIC, PRIME, JUSTIN, CJIM, Cardscan.
4. Responsible for the duties of Disclosure Clerk; ensuring the release of all information to outside agencies is in compliance with RCMP established policies and the Freedom of Information and Protection of Privacy Act (FOIPPA).
5. Conducts criminal record checks.
6. Assist RCMP members in crime related research and documentation.
7. Provides administrative support such as transcription, word processing, receives, records, assign files
8. Assist other detachment clerks as required and performs similar clerical duties as assigned by the NCO i/c or designate.
9. Acts as RCMP Court Liaison Clerk and/or RCMP Records Clerk in their absence.

10. Other related duties and special projects as assigned.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
Police Enhanced Level Security Clearance The incumbent must maintain this security clearance as a condition of employment in this position.	Three or more years' experience in a similar position with the RCMP.
Applied Business Technology Certificate/Diploma or equivalent	Previous experience with police-related computer systems (PRIME, CPIC,).
Completion of Grade 12	Formal training in statutory and provincial regulations and federal acts as they pertain to the release of information.
BC Drivers License Class 5	
Sound knowledge of office procedures, business English, word processing, and computerized office applications, including transcription.	
Ability to communicate effectively, both verbally and in writing, with staff, outside agencies and members of the public. Ability to communicate within the justice system. Good interpersonal skills.	
Ability to deal with difficult clients either in person or on the telephone, and ability to subdue volatile situations.	