



## RCMP DETACHMENT CLERK TYPIST 2 – RECEPTIONIST

### **1. ORGANIZATIONAL RELATIONSHIPS**

**Reports to:** Agassiz RCMP Administration Manager

**Coordinates with:** Other Police Office Staff

### **2. KEY RESPONSIBILITIES**

The incumbent in this class assists management to achieve an efficient operation at the Agassiz RCMP Detachment by providing reliable performance in customer service, telephone reception-switchboard operation, keyboarding and transcription from audio statements. Transcription of witness / accused audio statements is a primary area of responsibility in this job role. These duties are completed while complying with the sensitivity of police matters, safety, and security of material pertaining to the department's operation and policies of the RCMP / District of Kent.

### **2. NATURE AND SCOPE OF WORK**

The incumbent will be required to perform a variety of clerical, keyboarding, audio transcription, and receptionist duties requiring moderate complexity and responsibility. The incumbent will assist the police by taking complaints from the general public and processing the complaint by creating an operational file; assigning the applicable statistic code to the occurrence; reviewing the electronic file for accuracy and completeness; complying with requests from the police to enter related operational file data onto various related police computer programs. The incumbent will be required to complete all reports as assigned and process Criminal Record checks from the general public as directed. The incumbent will be required to serve subpoenas to witnesses on request and liaise with Court Services to notify or cancel police members and support staff on attending scheduled court cases.

The incumbent will liaise with Court Services, Crown and outside police agencies to ensure the integrity of police records and systems. The incumbent will work with outside agencies in the release of operational file information complying with the Privacy Act and Freedom of Information Act as well as any Memos of Understanding that may be in effect.

The incumbent will provide a service to the police by ensuring all incoming correspondence is matched up with the operational file; and that operational files are pulled and forwarded on request. During the absence of the administration manager, the incumbent will be responsible for petty cash and perform accounting and bookkeeping transactions as applied to the police operations. The incumbent will be required to conduct audits and provide direction and training in relation to administrative functions to police members and administrative staff on request.

The incumbent will be required to perform other related tasks as assigned. Assignments and responsibilities are performed under general supervision according to established routine and performance is subject to review, inspection and evaluation by the administration manager or designate.

### **3. REQUIRED QUALIFICATIONS**

- Minimum Grade 12 education supplemented by commercial training in bookkeeping, computers or a combination of experience and training.
- Secretarial experience preferably in a Municipal, RCMP or Provincial setting.
- Able to keyboard accurately with an average speed of 50 wpm.
- Able to operate audio equipment and transcribe information accurately and in a timely manner.
- Be able to operate switchboard in a calm and efficient manner even under adverse conditions or circumstances.
- Good knowledge of the functions, practices and procedures, policies and regulations of the work performed.
- Good knowledge of modern office practices and accounting procedures and operations.
- Able to operate a variety of standard office equipment, microcomputers, software etc.
- Able to be polite, tactful and courteous in dealing with the public.
- Able to perform arithmetic and mathematical computations with speed and accuracy.
- Knowledgeable of the methods, practices and principals of accounts receivable functions.
- Able to establish and maintain an effective working relationship with department officials and other members of staff.
- Must be able to work without direct supervision from time to time, therefore must be able to plan and carry out duties and priorities when required.
- Must be able to meet work assigned deadlines.
- The ability to exercise initiative is an invaluable asset for an employee in this position.
- Must be security cleared by the RCMP. Able to qualify for an maintain the required security clearance for the position. Failure on the part of the employee to satisfy this requirement will necessitate the removal of that employee from the position

#### **4. REQUIRED LICENCES AND CERTIFICATES**

- Office Administration Certificate or Secretarial Arts Diploma would be an asset.
- Must hold a valid BC Driver's License.

#### **5. WORKING CONDITIONS**

The incumbent in this class will be required to up to 35 hours per week and conform to the hours of work as prescribed in published shift schedules and on occasion, work overtime as authorized. The incumbent, upon hiring, will have union dues deducted from source in accordance with the Collective Agreement (CUPE). The incumbent will be responsible for performing tasks associated with clerical "housekeeping" duties.

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Rick Kampen, Unit Chair CUPE 458

Date: \_\_\_\_\_

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Wallace Mah, Chief Administrative Officer

Date: \_\_\_\_\_