

**CITY OF FORT ST. JOHN  
POSITION DESCRIPTION**

**Class Title: Front Counter Clerk (RCMP)**  
**Department: RCMP**  
**Date: September 2017**

**NATURE AND SCOPE OF WORK**

The Front Counter Clerk performs RCMP Detachment reception duties, and skilled data entry work of a varied nature under the general supervision of the Client Services Supervisor. The work involves a wide variety of public contact duties, operating the non-emergency RCMP Detachment switchboard, and operating various police computer systems and related equipment. The incumbent is required to handle and process public front counter complaints/files, prepare and type a variety of documents, and process a wide variety of police records applications and other fee-for-service matters. The job requires the proper handling of monies collected from the public for fee-for-service applications. The work also involves various types of data entry. The position may include occasional pressures from volume of work and emotional strain when dealing with disturbing or offensive material, and difficult customers. The incumbent must exercise courtesy, firmness, tact and diplomacy in a wide variety of contacts with the public and is responsible for the care, accuracy, and attention to detail when preparing, checking, processing, transcribing, filing, and doing data entry. The incumbent is required to ensure confidentiality of RCMP information.

**SUPERVISION RECEIVED**

Works under the general supervision of the Client Services Supervisor and the direction of the RCMP Municipal Support Manager

**SUPERVISION EXERCISED**

None

**KEY RESPONSIBILITIES**

Provides a wide variety of information and assistance to the public, other police agencies and City staff as required and directs public to applicable agencies for advice or action.

Accepts reported offences, decides type of offence, categorizes and creates files, routing those for police attendance to Telecoms.

Responsible for a variety non-investigational files including but not limited to, lost or found property, minor MVI's and mischiefs, change of name and Security Services Act.

Accepts and processes found property turned in at the front counter.

Monitors offenders required to report to RCMP as a result of judicial direction.

Processes various permits and applications for approval, including but not limited to, police certificates, chauffeur's permits, and security services licensing.

Processes Criminal Record/Police Information Checks and Vulnerable Sector Checks. Refers positive hits to supervisor for review.

Performs or directs civil fingerprinting ensuring accuracy of application types, including preparation of necessary documentation, and forwards documents for processing.

Accepts and processes monies for applicable fees and issues receipts.

Examines motor vehicles to confirm ticket requirement has been met as per provincial Motor Vehicle Act

Operate police information systems including CPIC, PRIME, PIRS, JUSTIN.

Completes a variety of property and vehicle entries on CPIC, monitors CPIC mail.

Composes routine correspondence.

Prepares outgoing mail.

Provides detachment access to authorized visitors by issuing visitor tags.

Assists in the development, maintenance and implementation of policies and procedures for providing services to the public in consultation with the Manager.

Complies with existing and new policy and procedures to maintain consistency of service.

Deals tactfully and effectively with the public.

Acts calmly and effectively in emergency situations.

Performs related duties as required.

## **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Considerable knowledge and demonstrated skill in using word processing computer applications and equipment.
- Working knowledge of business English, spelling, punctuation, composition, and commonly used RCMP terminology.
- Ability to receive and process complaints and problems and maintain records. Ability to maintain sustained attention when detail checking, and referencing.
- Ability to deal courteously, firmly, tactfully, and diplomatically with the public both on the telephone and at the counter with respect to a wide variety of complaints, problems, and circumstances and to relay emergency situations to the appropriate contacts.
- Ability to communicate effectively and execute oral and written instruction with a high degree of accuracy.
- Ability to conduct personal and telephone interviews.
- Knowledge of Municipal Bylaws, Provincial and Federal Statutes, Criminal Code and Motor Vehicle Act.
- Knowledge of Privacy Act regulations relating to the disclosure of Protected information.
- Familiarity with methods, techniques and practices regarding records and information management systems.
- Ability to liaise and deal effectively with internal and external contacts and to communicate tactfully and effectively orally and in writing.
- Proven ability to learn and work with new computer systems and software programs
- Proven ability prioritizing and coordinating a demanding workload under minimal supervision.
- Ability to maintain accuracy while working with continuous interruptions and adapting to changing priorities.
- Ability to exercise sound judgment and provide solutions to problems.
- Ability to work shift work or flexible working hours, if departmental requirement.

## **PERIPHERAL DUTIES**

May serve as a member on various employee or other committees as assigned.

## **REQUIRED QUALIFICATIONS, LICENSES, CERTIFICATES AND EXPERIENCE**

- Grade 12 or GED equivalent
- Certificate in Office Administration, Business Management/Administration or a related field and/or equivalent combination of training and experience
- Minimum of two years' related office administration experience with one year in an RCMP Detachment or related criminal justice environment
- Typing speed of 60 words per minute
- Valid Class 5 BC Drivers License
- Ability to pass RCMP Enhanced Security Clearance

## **DESIRED QUALIFICATIONS, LICENSES, CERTIFICATES AND EXPERIENCE**

- PRIME/CPIC training
- Switchboard experience

## **PERFORMANCE FACTORS**

- Knowledge, Ability and Skills
- Customer Service
- Quantity of Work
- Cooperation
- Reliability
- Attendance and Punctuality
- Compliance
- Health & Safety

## **TOOLS AND EQUIPMENT USED**

Tools and equipment used are consistent with duties related to the clerical functions for the department and include, but are not limited to; computer, scanner, calculator, photocopier, RCMP radio system, facsimile machine, postage meter machine, switchboard. Additionally, the employee may train, under supervision on a variety of other specialized tools/equipment consistent with the employment in the department functions.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is frequently required to stand and sit for long periods of time, and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, crouch, and smell.

The employees must occasionally lift and/or move up to 25 kg. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an environment that is indoors.

## **GENERAL**

This is a position in the BC Government Service and Employee's Union.

Formal application, rating of education and experience, oral interview and reference check, job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.