




JOB DESCRIPTION
RCMP – West Shore Detachment and City of Langford

Job Title: General Investigations Section Clerk	Division / District: E Division / Island District	Location: West Shore Detachment
Classification: Municipal Employee	Supervisor: Municipal Office Manager	Approved by Administrator Date: December 12, 2016 Signature: 

JOB SUMMARY

The General Investigations Section (GIS) Clerk performs varied administrative and operational support duties for the “plain clothes” sections of the West Shore Detachment. Additionally, the incumbent provides research, administrative and operational support to regular members of West Shore Detachment external to the GIS Section and information and explanations to the general public and other agencies, as required.

REPORTING RELATIONSHIP

The employee reports to the Municipal Office Manager for Administrative and Human Resources purposes. For Operational purposes, the employee reports and receives direction from the member supervisor as directed by the Officer In Charge.

KEY RESPONSIBILITIES

Manage all Operational, Classified and Administrative files;

Within the PRIME records management system - creating files, scanning documents, reviewing Reports to Crown Counsel, reviewing and concluding files, CPIC requests, GIS workflow and all reporting lines, updating and maintaining files, CCJS and other related PRIME duties.

Filing documentation on GIS and all reporting lines files using the File Trail Electronic Filing System.

Photocopying documents, scanning and faxing documentation to other outside agencies.

Prepare files for Electronic Disclosure on ADOBE system (including bookmarking & linking audio/video) for Public Complaints, Code of Conducts and files being forwarded to Crown Counsel.

Maintain the NCDB Queue as required.

Provide administrative support of all Human Source files.

Manage all transcription requirements for GIS and reporting lines as required. When workload is too high or of an urgent nature coordinate transcription to other resources within the detachment and other policing agencies as directed.

Compose, edit and proof read correspondence, internal instructions and forms;

In assistance to the ATIP/FOI and Disclosure clerk conduct Section 96 request for the Ministry of Children and Family Development (MCFD), release documents and vet as per disclosure policy. Once vetted and confirmed as being approved for disclosure, prepare report and fax to social worker;

Open an Assist File so as to conduct research and make enquiries for members, staff, outside agencies and other police agencies, as required;

Record and process information from the general public, government departments, outside agencies and other police agencies;

Reviews all Crimestoppers tips that are received in the detachment, create files, distribute to Supervisor, maintain an ongoing ledger and provide statistics to management;

Operate police radio;

Process various operational and administrative ledgers and report statistics for management;
Distribute incoming mail and process outgoing mail, including classified mail as per policy;

Provide reception duties, including receiving, screening and re-routing telephone calls – greeting people in lobby and escorting to unit;

Liaise with OCC when tips are received in the detachment, filter calls as they come in, take notes and contact information and document on file for member investigation;

Support and assist outside agencies (ie. VIIMCU) when investigating files in detachment;

Attend meetings within the detachment and with outside agencies, take minutes and distribute to all attendees at the direction of the NCO IC MCU, SCU, CRU and Fraud Section;

Gather all parking tickets received by members and mail to parking authorities for exemption;

Any other tasks pertaining to the key responsibilities of the employee.

KNOWLEDGE, SKILLS AND ABILITIES

Required to have a working knowledge of various computerised Information/Data Systems, including but not limited to: PRIME, PIRS / OSR, NCDB, CPIC, JUSTIN, Webforms, GroupWise/Outlook Express and Entrust.

The employee must be efficient in keyboarding and/or word processing and requires a working knowledge of various computer word processing systems and software, including but not limited to: Microsoft Office (Word, Excel & PowerPoint), Adobe Acrobat, TEAM Portal (scheduling system) and various transcription software programs.

Requires a working knowledge of various types of office equipment including Personal Computer, Facsimile machines, Printers, Scanners (high speed), Photocopiers, Multi-line telephone switchboard, Dictaphones (desk and handheld), Calculator, Tape Erasers and Shredder.

Employee may be required to carry small loads of supplies. The employee should also be capable of standing or sitting for long periods of time as may be required.

Ability to tactfully deal with concerns, questions or issues posed by police members, members of the public and police volunteers in a matter of routine General Duty business both verbally and written.

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.

KNOWLEDGE SPECIFIC TO POSITION

Police Communication Systems (Radio / MDT)
Electronic Disclosure
NCDB uploading and maintenance
Human Source file administration
Judicial interim release orders, probation orders & conditional sentence orders in relation to curfew condition enforcement
RCMP Policies and Procedures
Research for Ministry of Children and Family Development
Transcription protocol and procedures
Crimestoppers policy & procedures
Privacy Act - Part VI

The employee is required to provide administrative and operational support pertaining to Human Sources, Public Complaints, Code of Conduct Investigations, etc where the highest level of confidentiality is required.

Any other duties and/or training pertaining to the position

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

The ability to obtain and maintain a security clearance is mandatory.

Successful Completion of Grade 12 or equivalent

COMMENTS

Duties are performed in a policing environment where confidentiality and professionalism are required.

The position also requires transcribing of statements and, as a result, the employee may be exposed to details of crimes which may be of a disturbing and sensitive nature.

It is required that the employee is able to remain calm and professional when speaking with the public over the telephone.

The position requires a willingness to work overtime and occasional travel may be required. The employee must also be willing to work during statutory holidays and weekends.

There is also a requirement to deal with imposed deadlines and unpredictable workloads, multiple demands and short remit times for results. This position requires a high level of organisational skills, flexibility and professionalism, with a strong knowledge of policing and RCMP policies and procedures.