Position Description

Position Title: Police Services Floater Clerk
Department: Police Services
Last Updated: July 2021

Summary

The Floater Clerk performs all aspects of Switchboard, Front Counter and Records Clerks in a back-up capacity by providing coverage during breaks, flex days, vacation and sick days. This position is also directly involved in undertaking transcription duties, records management and other administrative related duties.

Key Accountabilities

- Provides back up and assistance to other Administration and Operational Support personnel as required
- Coordinates the outgoing mail for the Detachment
- Receives and directs all telephone communications and enquiries from the public, various government departments, ministries and other police agencies
- Screens, reroutes and forwards calls appropriately to sections and members of the Detachment
- Performs other related duties as required

Front Counter Clerk

- Provides reception services, assistance and information to the general public
- Processes Police Certificates for persons residing in Detachment area
- Receives and records found property received from the general public
- Manages operational files initiated at the Detachment Front Counter utilising PRIME
- Receives and processes incoming Detachment mail and courier packages
- Maintains daily cash register operations to include the balancing of the cash totals at end of day and month

Transcription

- Transcribes sensitive dictation, statements, telephone calls and correspondence from audio and video recordings, handwritten notes and witness reports.
- Maintains the transcription log and actions all statements for transcription
- Monitors Watch and Section requests on a daily basis in order to better action the priority listing of transcription requirements as directed
- Utilising PRIME and PIRS, browses and queries for file numbers, investigating members and general file information to provide information and explanations to the general public, other agencies and departments as required in accordance with both RCMP / West Shore Detachment policies

Langford

- Queries, verifies, and extracts data for members and operational files from various data bases
- Queries references, phone numbers, addresses, statistics, and information of a diverse nature from various sources
- Assists in the maintenance of the File Trail Electronic Filing system including the scanning of files and production of file labels
- Maintains and updates various administrative lists, including but not limited to the Detachment List, Mailbox List, and Frequently Used Phone List
- Distributes updated reports and schedules to Detachment Sections, Members and Staff

Qualifications

- Completion of Grade 12 and two (2) years' related experience ideally within an RCMP environment (or an equivalent combination)
- The ability to obtain and maintain a security clearance is mandatory
- Typing/keyboard Certificate of Proficiency for typing speed minimum of 50 words per minute
- Proficient in various computerised Information/Data Systems, office equipment, word processing systems, and various transcription software programs
- Working knowledge of Police Records Information Management Environment (PRIME) System and Canadian Police Information Centre (CPIC) System is considered an asset
- Ability to interpret and apply policies, regulations and statutes
- Ability to maintain accurate records
- Ability to tactfully deal with concerns, questions or issues 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 carry small loads of supplies and capable of standing or sitting for long periods of time as required

Langford