



## **JOB DESCRIPTION**

**TITLE:** STENO, POLICE SUPPORT

**DEPARTMENT:** Police Services

**LEVEL:** 8

**Position Last Evaluated: Dec 2014**  
**Job Desc. Last Updated: Aug 2023**

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### **JOB SUMMARY**

Responsible to the Manager, Police Support Services and under the direction of RCMP Nanaimo Detachment police supervisors, the incumbent is required to perform a variety of high level confidential/secret stenographic and clerical work of a specific nature related to police investigations, which may include disagreeable and/or disturbing topics and information. The incumbent is required to undertake a variety of responsibilities to meet the operational needs of the Detachment.

The Steno, Police Support works within an environment of complete confidentiality and must be capable of exercising considerable discretion when responding to inquiries by the public, outside agencies, other RCMP detachments/units, Federal and Provincial Agencies, the legal community and media within the limits prescribed by legislation, policy and established procedure.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Types and transcribes material such as statements from accused persons and witnesses from a variety of electronic and manual media including analogue, digital recording, and handwritten notes.
2. Types confidential and protected material such as debriefing reports, letters, and memoranda.
3. Creates and maintains highly confidential source files.
4. Creates and maintains operational files electronically and/or in hard copy as applicable.

**TYPICAL DUTIES AND RESPONSIBILITIES cont.**

5. Drafts a variety of correspondence and form documents such as exhibit reports, flow charts, laboratory reports, fingerprint forms, and related memoranda.
6. Enters and retrieves information using the RCMP computer system.
7. Maintains stationery supplies and police reference materials for general duty and plainclothes sections.
8. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Superior knowledge of English, spelling, punctuation, legal terminology, and office procedures and equipment.

Thorough organizational skills with the ability to prioritize tasks and workplace demands efficiently.

Ability to follow oral and written instructions and perform duties with minimum supervision.

Ability to complete assigned tasks within a reasonable time and to perform assignments in accordance with prescribed work methods and procedures.

Ability to transcribe difficult interviews from digital recording sources and handwritten copy with considerable speed, accuracy, and skill.

Ability to work under considerable pressure due to the volume of work, multi-priority assignments, and frequency of interruptions.

Ability to work with disagreeable and/or disturbing topics and information.

Ability to function in a fast-paced team environment with changing priorities and assignments.

Ability to communicate with courtesy and tact in order to obtain and/or distribute routine data or information to internal and external customers. This may involve the ability to probe for information and clarification.

Strong working knowledge and understanding of Criminal Code and RCMP policies and directives including police terminology, jargon, abbreviations, and acronyms.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.**

Excellent communication skills and ability to interact with others.

Advanced computer skills in word processing programs (such as Word), and RCMP programs (such as PRIME BC and CPIC).

Minimum typing speed of 60 wpm.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

A minimum 6 month Office Administration training program at an accredited educational institution (e.g. VIU or Sprott Shaw).

A minimum of 2 years' related clerical or customer service experience.

OR an equivalent combination of education and experience.

**REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS**

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.