CITY OF NANAIMO
THE HARBOUR CITY

JOB DESCRIPTION

TITLE: **WATCH CLERK**

DEPARTMENT: **Police Support Services**

LEVEL: **7 (Subject to JE)**

Position Last Evaluated: Dec 2014
Job Desc. Last Updated: Apr 2021

JOB SUMMARY

Under the general supervision of the Manager, Police Support Services, and under the direct supervision of the Records Supervisor, the incumbent enters, removes, and edits all relevant data into the Police Records Information Management Environment (PRIME), Uniform Crime Reporting (UCR), File Tracker, and Canadian Police Information Centre (CPIC) computer systems. The incumbent performs classification and quality assurance reviews of general duty operational files.

TYPICAL DUTIES AND RESPONSIBILITIES

1.   Using PRIME, creates, retrieves, classifies, edits, and performs quality assurance maintenance on initial complaints received at the Detachment. Ensures the initial complaint is classified properly and consistent with UCR scoring guidelines. Forwards the operational file to the appropriate investigator or support unit.

2.   Makes applicable CPIC entries, removals, and corrections and ensures the CPIC records comply with CPIC policy. Confirms all CPIC records as required including property and persons records, arrest warrants, probations orders, release orders and appearance notices. Monitors and actions CPIC messages as required.

3.   "Reads" operational files to ensure proper classification, completeness of files, and quality of written material by reviewing concluded file.

4.   Protects UCR records integrity by retrieving and correcting the operational error report on a daily basis.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5.   Provides liaison between the Records Management Unit (RMU) and RCMP members. Performs all RMU and records keeping functions for a selected General Duty Watch and officers working extended shifts.

6.   Performs initial reviews of operational files to ensure appropriate statistical information is captured and entered into UCR.

7.   Performs a complete file review when the investigation is concluded to ensure completeness and consistency with RCMP guidelines.

8.   Maintains the Detachment operational filing system.

9.   Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Sound working knowledge of, and practical experience with, all RCMP data processing systems including PRIME, UCR, CPIC, and File Tracker. Demonstrated basic computer user and data entry skills.

Sound working knowledge of business English, spelling, punctuation, and composition.

Some working knowledge of the Criminal Code, BC Provincial Statutes, Municipal Bylaws, and the criminal justice system.

Ability to work extended shifts, including night shifts, to meet job requirements.

Ability to communicate with courtesy and tact in providing, explaining, and exchanging information or providing basic information.

Ability to multi-task under demanding conditions.

Minimum typing speed of 50 wpm and data entry speed of 100 spm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Grade 12 and a minimum 2 years' related experience, including experience in a law enforcement office environment or data entry experience.

MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.

Or an equivalent combination of education and experience.

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.