



JOB DESCRIPTION

TITLE: WATCH CLERK
DEPARTMENT: Police Services
LEVEL: 7

Position Last Evaluated: Dec 2014
Job Desc. Last Updated: May 2015

JOB SUMMARY

Under the general supervision of the Manager of Police Operational Support, and under the direct supervision of the Records Data 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, 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, undertaking and promise to appear.
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 on a daily basis the operational error report.
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.

TYPICAL DUTIES AND RESPONSIBILITIES (Cont)

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 tact and discretion, often under job-related pressures, while dealing with members of the RCMP and support staff.

Ability to multi-task under demanding conditions.

Proficient computer skills in word processing programs (such as *Word*) with a minimum typing speed of 50 wpm; and in spreadsheet programs (such as *Excel*).

Minimum data entry speed of 100 spm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Grade 12, plus a minimum 6 month Applied Business Technology or Administrative Assistant training program at an accredited educational institution (e.g. VIU or Sprott Shaw).

Minimum one (1) year related experience.

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 and Safety (OHS) 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.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.