



JOB DESCRIPTION

TITLE: FRONT COUNTER CLERK

DEPARTMENT: Police Services

LEVEL: 7 (Subject to JE)

Position Last Evaluated: Dec 2014

Job Desc. Last Updated: Mar 2026

JOB SUMMARY

Reporting to the Operations Support Supervisor, the incumbent assists other police agencies and the general public by processing documents and providing police information and interpretation relating to Provincial and Federal statutes, regulations, and municipal bylaws.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides assistance to the general public in identifying and interpreting offences and infractions of Municipal, Federal, or Provincial Statutes, Bylaws, Acts, and Regulations; completes police incident reports, and dispatches complaints to RCMP members.
2. Accepts firearms, ammunition, and found property from the public and enters the information into the police database; ensures the items are safe prior to labeling and forwarding for destruction. Prepares necessary documentation related to the relinquishment of weapons to the RCMP.
3. Provides assistance to other police departments, agencies, and municipal staff by inspecting and examining motor vehicles for compliance with Provincial Motor Vehicle Act and Municipal Bylaws; ensures that ticketed requirements have been complied with.
4. Arranges fingerprinting of persons in accordance with the requirements of the Identification of Criminals Act and appropriate Federal and Provincial policies. Fingerprints individuals for pardon applications, Immigration Canada, foreign travel permits, etc.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5. Assists parolees and probationers reporting to the RCMP as directed by the Courts; processes applications for visas; fingerprints, and verifies the fingerprint document.
6. Maintains detachment security by ensuring all non-detachment personnel and visitors are properly identified and provided with security documentation.
7. Performs criminal record checks for the public and government agencies, and discloses results in accordance with RCMP policy.
8. Researches and obtains data by conducting research and independently carrying out special assignments and projects as directed by the OIC Nanaimo Detachment. Makes queries on PRIME and CPIC as required.
9. Processes mail, courier, and freight shipments for the detachment.
10. Receives cash, cheques, and other forms of payment relating to business with the RCMP (e.g. criminal record checks, pardon applications, foreign travel permits, etc.); balances daily.
11. Accepts and disposes of needles and other sharps turned in by the public.
12. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Sound working knowledge of the Criminal Code, Federal and Provincial Statutes, Municipal Bylaws, and rules of collecting evidence.

Sound working knowledge of police reporting, standard police procedures, and RCMP policy.

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.

Ability to analyze complaints and determine offence.

Ability to maintain composure and deal diplomatically with customers in stressful or hostile situations.

Sound working knowledge of all RCMP data processing systems including PRIME and CPIC.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Knowledge of municipal computer systems (e.g. Tempest).

Ability to accurately process cash and credit payments.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12 and a minimum 2 years' related experience in a law enforcement or administrative office, including experience dealing with challenging public interactions.

Or an equivalent combination of education and experience.

Attainment and maintenance of Security Clearance as determined by the RCMP is mandatory.

Attainment and maintenance of Ministry of Public Safety and Solicitor General Special Provincial Constable Designation for document service.

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.