



JOB DESCRIPTION

TITLE: RECORDS SUPERVISOR

DEPARTMENT: Police Services

LEVEL: 10 (Subject to JE)

Position Last Evaluated: Dec 2014

Job Desc. Last Updated: Aug 2026

JOB SUMMARY

Under the direction of the Manager, Police Services, the incumbent supervises support staff in the Records Unit and assists the Shift Supervisor to review the work of the Watch Clerks and Switchboard Operators. The Records Supervisor performs specialized quality assurance and data maintenance of the Records Management Systems (PRIME, Ibook, CPIC and CJIM); reviews and evaluates workflow with the PRIME Coordinator and recommends changes in local policy and procedures.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Supervises and directs staff involved in the Records Management Unit; ensures policies and procedures are adhered to; plans, schedules, assigns and monitors work; provides performance feedback, identifies and recommends training and may participate in staff selection and deal with performance issues.
2. Delegates assignments; reviews disclosure packages and provides direction and guidance to staff; ensures RCMP policies and procedures are adhered to in the RCMP records management systems.
3. Reviews changes in RCMP policy and Legislation to determine the implications/application in regards to Records/Support Staff; liaises with Management on staffing requirements to meet both current and upcoming workload demands.
4. Working with the Police PRIME Coordinator, reviews the effectiveness and efficiency of work processes and work flow; coordinates the implementation of information system changes including testing and development of documentation for user training. Policy changes are reviewed and condensed for dissemination to staff for the changes in work procedure.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5. Reviews operational police occurrence files for accuracy and completeness. Performs audits of RCMP Records Management systems and reviews error reports to ensure quality control is maintained according to established policies and procedures.
6. Retrieves, compiles and analyzes statistical data and prepares a variety of reports and correspondence as directed or requested by the Senior Management Team of the RCMP.
7. Reviews sensitive RCMP files ensuring that specific information is privatized to prevent unauthorized viewing.
8. Liaises with outside agencies, including the Court House, Crown Counsel, Ministry of Children and Families, etc.
9. Processes non-disclosure and record suspensions adhering to RCMP policy.
10. Attends various TEAMS meetings/information sessions in relation to PRIME, policy changes, information management, etc.
11. Oversees direction from PRIME/RCMP Data Quality Unit regarding purging of hard copy and electronic files, adhering to time sensitive directions and protocols to ensure that the purge is done correctly to ensure retention of files is maintained which includes updating files to ensure moratoriums are maintained.
12. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of the rules, regulations, policies, and procedures applicable to Records File Management.

Extensive knowledge of RCMP computer systems such as IBook/CJIM, PRIME/UCR, JUSTIN, NCDB, and CPIC.

Thorough knowledge of the Criminal Code of Canada, other Federal Statutes, BC Provincial Statutes, and the judicial system.

Thorough knowledge of current office procedures, practices, and equipment.

Ability to plan, direct, and organize the work of staff.

Ability to process highly confidential and sensitive material with discretion.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to identify, initiate and/or carry out research and studies, and prepares reports, records, and correspondence.

Ability to perform with minimal supervision, and exercise independent action and judgment in accordance with rules, regulations, policies, and procedures.

Advanced verbal and written communication and interpersonal skills, and ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

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.

Considerable organizational, analytical, problem solving, record keeping, and time management skills.

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

Minimum data entry speed of 100 spm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Grade 12 and a minimum 5 years' experience in an RCMP records environment, including a minimum of 1 year supervisory experience.

Or an equivalent combination of education and experience.

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

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

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.

GENERAL STANDARDS cont.

Contributes to 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.