



## **FRONT DESK & RECORDS SUPPORT CLERK (PART TIME)**

### 1. Nature and Scope of Work

This work involves work of moderate complexity dealing with front counter duties and records management functions for the Oak Bay Police Department. Under the general direction of the Deputy Chief, duties involve working in the department's records management systems including data entry, file maintenance, quality control, and preparing reports. The work also includes supporting the department's service to the community by assisting with the Block Watch program, fielding front counter and telephone inquiries efficiently, and conducting Police Information Checks.

The position requires a high degree of accuracy and confidentiality in the performance of all aspects of the job. Inaccuracies can result in public safety risks and/or expose the department to civil liability. There is a requirement to analyze information for the purpose of classifying files and ensuring required reporting takes place. There is a need to remain current on ever changing standards set by external policy centers or by legislation and implement these changes within the department. While the work is performed in accordance with established guidelines and procedures, the incumbent exercises some independence of judgment in high risk areas such as Police Information Checks and Statistics Canada file scoring, and must be able to address basic police related enquiries. Difficult or unusual problems may be referred to a supervisor. The incumbent is exposed to disturbing matters, and faced with emotionally charged persons at the front counter or on the telephone.

### 2. Illustrative Examples of Work

- Performs all aspects of the front counter duties including fielding telephone and in-person inquiries, addressing inquiries directly and referring persons to the appropriate resources;
- Maintains and works in multiple police records management systems, including daily data entry, creating and assigning files, and addressing file retention and purging protocols;
- Maintains quality control of the records systems including auditing investigator's data entry, Uniform Crime Reporting (UCR) coding, and any required reporting out prior to file conclusion;
- Works in all records related Workflow Handles within the Police Records Information Management Environment (PRIME);
- Assists with the implementation of any updates to the records management systems;
- Maintains and uploads Canadian Police Information Centre (CPIC) records including auditing and updating records to ensure the integrity of the system;
- Works within the Justice Information Network (JUSTIN) to monitor cases as they pass through the court system;
- Extracts, maintains, and submits data for statistical analysis and reporting;

- Contributes to the department's community outreach by assisting with the Block Watch Program, management of incoming Crimestopper tips, and other community based services as required;
- Processes Police Information Checks including receiving payments, processing fingerprints and providing guidance to other employees involved in the process;
- Performs other duties similar in scope and complexity.

3. Required Knowledge, Abilities, and Skills

- Sound office administrative and clerical skills with a proven ability for a high degree of accuracy and speed, including keyboarding to a minimum of 40 wpm;;
- Proficiency in electronic police records management systems and other custom software;
- Resource person on police records management systems within the department;
- High analytical skills with an ability to assess and classify information;
- Ability to work autonomously and provide quality control;
- Basic knowledge of police procedures and practices;
- Basic knowledge of the court system and pardon legislation;
- Ability to provide guidance to other people;
- Ability to multitask and meet deadlines;
- Ability to establish and maintain cordial working relationships with other staff and to deal courteously and effectively with the public;
- Ability to speak to the public with a high degree of sensitivity;
- Must be able to maintain a high degree of confidentiality

4. Required Training and Experience

- Graduation from senior secondary school;
- One year formal training in a relevant field (administrative assistant, business technology, business administration, legal secretarial);
- At least one year experience in office administration, records management, or a similar role including custom software applications;
- Or an equivalent combination of experience and education.

5. Required Licenses, Certifications, and Registrations

- Must be able to pass the police security clearance check