

CITY OF PARKSVILLE - JOB CLASSIFICATION DESCRIPTION

WATCH CLERK

DATE REVISED: FEBRUARY 2025

Job Summary:

Reporting to the Office Manager of the R.C.M.P. Oceanside Detachment, the incumbent provides administrative and clerical support to all RCMP members. This position is expected to perform records management functions and demonstrate efficient and professional customer service on the phone or at the front counter. This position serves as a main point of contact and will provide routine information and refer customers to the appropriate contact for non-routine matters.

Primary Duties and Responsibilities:

- Performs record functions of the R.C.M.P. Community Police Office
- Views and maintains operational files within the PRIME operating system
- Assists with various tasks related to the operation of the detachment
- Provides administrative support to the on duty regular members as requested
- Generates files in PRIME for various offenses as necessary
- Maintenance of the CPIC system including, Add, Remove and Modify entries
- Provides assistance and break relief to front counter staff during open office hours
- Prepares, types and issues correspondence as directed
- Files department records
- Performs other related tasks as assigned

Necessary Qualifications

Knowledge:

- Considerable knowledge of R.C.M.P. policies and procedures
- Considerable knowledge of the Criminal Code of Canada, and provincial and municipal legislation and regulations
- Knowledge of methods, procedures, principles, and practices used in record management including security of information
- Familiarity with Microsoft Office and Microsoft Word

Skills/Abilities:

- Ability to understand and effectively carry out oral and written instructions with minimum supervision
- Strong oral and written communication skills
- Ability to operate a variety of standard office equipment and police specific software such as PRIME, CPIC & JUSTIN
- The ability to multi-task and maintain attention in a high stress environment, while adapting to changing priorities and interruptions
- Strong interpersonal and communication skills with the ability to deal effectively and tactfully with all segments of the public and staff
- Ability to maintain and control records and reports
- Ability to qualify for and maintain the required RCMP Reliability Security screening. Failure on the part of the employee to satisfy this requirement will necessitate the removal of that employee from the position
- Typing speed of 50 w.p.m.

Education/Training/Certification:

- Completion of Grade 12

Experience:

- Minimum of four (4) years experience in office administration inclusive of at least one (1) year work experience at a police detachment
- Minimum of one (1) year work experience with PRIME workflow or equivalent police records information management environment

The above statement is a general description of the principal functions of this job and is not a detailed description of all job duties.