

EMPLOYMENT OPPORTUNITY			
Position Title	RCMP ADMINISTRATIVE SUPPORT/DISPATCHER		
Department	ADMINISTRATION	Reporting To	RCMP STAFF SGT OR DELEGATE
Level / Grade	<input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary <input type="checkbox"/> Contract <input type="checkbox"/> Casual	Closing Date	May 25, 2021

GENERAL ACCOUNTABILITIES

The RCMP Administrative Support & Dispatcher provides assistance to the incoming public and RCMP members. This position is responsible for dispatch services, court duties, transcription, reporting, and general administrative functions. This role is key to the effective functioning of the RCMP detachment and ensuring that the needs of the community are met effectively.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Meeting the general public at the counter, determining whether or not the complaint requires actual police attention or if the case is of a civil nature, advising accordingly or directing the person(s) to a member should they require police attention.
- Analyzing the nature of inquiry, replying from personal knowledge and experience or from material reference or having the caller referred to a member in the office for attention.
- Passing out and explaining information or providing proper referrals on numerous items such as boating regulations, hunting regulations, firearms registration, applicants, police clearance procedures, road conditions, weather conditions, directions, etc.
- Answering inquiries and complaints of legal counsel, insurance adjusters, probation officers and city municipal regional administrators from personal knowledge, reference materials or direction to appropriate source.
- Receiving and recording in proper format, detailed complaints on all Federal and/or Provincial and Municipal Statutes and supplying routine information to the public as well as answering enquiries concerning these status: Requires rudimentary knowledge of such matters involving Criminal Code, Drugs, Customs & Excise, Immigration, Parole, Liquor, Snowmobile and Traffic Acts, etc.
- Helping customers requiring fingerprinting for visa applications as well as obtaining and processing Criminal Record Background checks.
- Contacting government agencies, private business, private individuals concerning investigation and housekeeping matters.
- Receiving and recording, in proper format, information concerning motor vehicle accidents.

- Receiving and recording probationers and parolees check-ins. This recording determines if charges are laid, therefore total accuracy is essential.
- Resorting to basic psychology when dealing with emotionally disturbed or upset persons or under the influence of alcohol and drugs when coming into the office for assistance.
- Responding to the needs of the different cultural/ethnic/native groups found in the detachment's area of jurisdiction.
- For Statistical purposes (Stats Canada) by searching, recording, compiling, and calculating data.
- Annual PIRS/PROS audit – On a quarterly basis, in order to complete an annual PIRS/PROS audit, validate all computer data & entry in hard copy files to ensure all entries are correct & amend same accordingly. Checking approximately 100 files, utilizing 15-30 minutes per file, depending on the magnitude of the file.
- Classifying incoming correspondence and assigning to appropriate file system.
- Creating files on a continual basis, i.e. classifying, numbering, captioning, scoring for stats.
- Diary dating pertinent information on new files or status of received correspondence.
- Scheduling operational files for review and disposal.
- Scheduling case files for review and segregation if not under active consideration.
- Scheduling destruction of dormant case files.
- Relaying information from calls received on to member on patrol.
- Searching records and formulating replies in response to inquiries from patrol cars and/or agencies.
- Assisting members on patrol by dispatching tow trucks or ambulances and conducting telephone or C.P.I.C. queries concerning such matters as the registered owner of a vehicle or outstanding warrants for arrest.
- Transcribing, compiling, computing, and typing from Dictaphone tapes, rough drafts, and notes. i.e. court prosecutor sheets, information, exhibit report forms, parole report forms, court briefs, court circumstance sheets, coroner's reports, summons, subpoenas, warrants, conviction orders, statement, etc.
- Providing data entry for PIRS/PROS (Police Reporting and Occurrence System) and as Information Managers provide maintenance and integrity of said data.
- Setting up and maintaining various forms required by the detachment, through numerous RCMP FORMS utilizing internet and databases and those developed in-house.
- Drafts routine replies to Crown Attorneys, other Police Departments, the public, various government agencies, etc., in preparation for the signature of member. Also obtains necessary information from courts and drafts case conclusion reports.
- Responsible for Accounts/Receivable and Accounts/Payable. Responsible for VISA statement(s) reconciliation as well as balancing contingency monies (petty cash). Maintaining TEAM con line budget query system.
- Maintaining and ordering of stationery supplies within budgetary constraints.

- Sorting, distributing, and actioning. i.e. reports, warrants, memos, summons, accounts, etc.
- Responsible for all found property; endeavoring to locate owner for return or disposal of property after specified period of time held at detachment.
- Arranging for N.C.O. i/c and members to attend or receive appointment.
- Arranging for transportation and accommodations.
- Familiarizing and apprising new members of office routines
- Up keeping manuals, bulletins, and circulars up to date.
- Maintaining records of escort services (prisoners) to and from detachment. Processing of fingerprint forms, labeling and submission of photographs.
- Preparing documents for court, many of which require knowledge of acts and laws and extraction of pertinent information such as relative information from case files.
- Court Liaison pull all files required for court, prepare court sheets, ensure file is in order for prosecutor. Attend court, complete court sheets with outcome re-diary date court dates or assign back to member for further action. Use of J.O.I.N. to access provincial court system.
- Keeping records of warrants issued and executed, dispositions and fines paid.
- Preparing News Release/court news as required for the media.
- Compiling and checking by perusing files all information to be added, modified, or deleted in all five subject areas (vehicle, persons, records, property and marine).
- Responsible for all entries in assisting other governmental agencies, i.e. Probation, Fish, and Wildlife, Family Maintenance.
- Querying system and relaying information to members.
- Performing mailbox requests, switcher, messages, and off-line requests.
- Performing all related filing.
- Responding to telephoned and radioed and mailed request for information stored within the C.P.I.C. system.
- Validating and purging all C.P.I.C. files monthly.
- Being available for emergency telephone calls at all times during tour of duty. This role is critical to the safety of those concerned.
- Accurately extracting information from the caller and being able to calm the caller and instill or restore his/her confidence.
- Relaying emergency calls with utmost speed to provide the best police service.
- Other duties as assigned

QUALIFICATIONS AND EXPERIENCE

- High School Diploma.
- Business Administration Degree or Diploma considered an asset.
- Experience providing services to internal and external clients/general public in person or via telephone.

- Works effectively with others, demonstrated integrity and respect.
- Experience in providing clerical support services, data entry, correspondence preparation, and filing.
- Experience in providing administrative support services in a law enforcement or legal environment considered an asset.
- Experience in providing records management services such as indexing, cross-referencing, filing, retrieving, archiving and/or destruction of data considered an asset.
- Computer competency in Windows applications – Microsoft Suite programs and database applications.
- Strong working knowledge of office equipment.
- Self-starter and intuitive worker.
- Transcription experience is considered an asset.

SPECIAL REQUIREMENTS

- Full RCMP background security check required prior to commencing employment.
- Willing and able to work in a busy police environment, including exposure to unsettling and/or graphic material.
- Willingness to work overtime as required

Additional Information

As a team player you possess a strong work ethic and a commitment to excellence. If you like being challenged then we would like to hear from you.

Please submit a cover letter outlining your skills and experience along with your resume in confidence to:

Human Resources
Town of Drayton Valley
Box 6837
Drayton Valley, AB, T7A 1A1
Fax: (780)542-5753
Email: hr@draytonvalley.ca

***NOTE: This position requires a full security clearance prior to work commencing, this process can take several months after the successful selection of a candidate.**

Deadline to apply is no later than 4:30 pm on Monday, May 25, 2021.

We thank all applicants for their interest. However, only those selected for an interview will be contacted. All information collected for the above offer of employment is done under the provision of the Freedom of Information and the Protection of Privacy legislation and will be used only for the evaluation of candidates.