

CPIC OPERATOR/RECORDS REVIEWER

1. Nature and Scope of Work

This is clerical work of moderate complexity in verifying and maintaining information in the Police Records Information Management Environment (PRIME) in compliance to PRIME requirements as well as CPIC terminal operational work related to the receipt and dissemination of information to and from the Canadian Police Information Center. An incumbent of this class reads and maintains occurrence files to determine circumstances surrounding and nature of occurrence and assigns UCR codes in accordance with prescribed rules. An incumbent enters, modifies or removes CPIC entries including warrants on CPIC upon receipt of notification; verifies information for accuracy; performs daily audits; sends and receives CPIC narrative messages and actions incoming messages accordingly. An incumbent also transcribes verbatim audio/video statements for police files; reviews Master Name Index (MNI) entries for duplication and discrepancies; provides information and assistance to a variety of internal and external contacts; performs receptionist, switchboard and other various front counter duties; handles complaints and inquiries; prepares dispatch tickets; and receives payment for services. The incumbent exercises considerable independent judgement and action within defined limits, referring specific enquiries or unusual problems to a superior. Work performance is reviewed in terms of conformance with established policies and procedures and efficiency in serving the department.

2. Illustrative Examples of Work

Reads and maintains occurrence files to determine circumstances surrounding and nature of occurrence; reviews file documents to ensure that required information is recorded; notifies a police member when information is missing; determines which offences are reportable to Statistics Canada; and assigns UCR codes in accordance with prescribed rules.

Enters, modifies or removes CPIC entries upon receipt of notification; verifies information for accuracy; updates and revises entries; performs daily CPIC audits; sends and receives CPIC narrative messages and actions accordingly; updates and revises entries.

Transcribes verbatim audio/video statements for police files; types from copy, rough draft, or general instruction a variety of correspondence, reports, forms, documents and related material; composes and types routine correspondence.

Reviews Master Name Index (MNI) entries for duplication and discrepancies; confirms or locates correct information through queries; modifies, deletes or transfers information as required; and advises other agencies of the updates and/or corrections required on the associated files.

Provides information and assistance to a variety of internal and external contacts in accordance with departmental policy; explains departmental rules, regulations and procedures within prescribed limits; performs receptionist, switchboard operational and front counter duties; handles complaints and inquiries; prepares dispatch tickets; and receives payment for services.

Performs related work as required.

3. Required Knowledge, Abilities, and Skills

Sound knowledge of the methods and procedures used in operating CPIC computer terminal equipment Master Name Index and PRIME system.

Sound knowledge of the rules, regulations and procedures governing the work.

Sound knowledge of the UCR and OSR code systems applicable to the Criminal Code of Canada and other applicable Federal and Provincial Statutes enforced by the RCMP.

Sound knowledge of clerical and record keeping methods and procedures including various data systems, and of business English, spelling and arithmetic.

Working knowledge of the Criminal Code of Canada and other applicable Federal, Provincial and Municipal statutes enforced by the RCMP, as related to the work performed.

Ability to read occurrence files to determine circumstances surrounding and nature of occurrence; to determine offences reportable to Statistics Canada and to assign and record codes according to prescribed rules; and to produce a variety of statistical reports on a regular basis.

Ability to review file documents to ensure that all required information is recorded and to notify investigating member when file is deficient or to make corrections as required.

Ability to prepare, process and maintain a variety of materials such as files, records and reports; to compose routine correspondence and to process routine requests for low risk disclosures such as accident reports for insurance purposes.

Ability to maintain effective working relationships and to deal effectively with a variety of internal and external contacts in matters applicable to the work.

Skill in the operation of computer software, hardware and other equipment used in the work.

4. Desirable Training and Experience

Completion of Grade 12, including or supplemented by Police related courses that may include PRIME, UCR and CPIC Query and CPIC Maintenance courses, plus sound related experience, preferably in an RCMP detachment; or an equivalent combination of training and experience.

5. Required Licences, Certificates and Registrations

Ability to obtain and maintain an RCMP Security Clearance.