

FRONT COUNTER CLERK

1. Nature and Scope of Work

This is clerical work of some variety and complexity involving the provision of information and assistance to a variety of contacts. An employee of this class handles enquiries and explains policies, regulations and procedures within defined limits; processes requests for police information checks including vulnerable sector checks when warranted; transcribes verbatim audio and/or video statements for police files; prepares routine correspondence and maintains records, files, ledgers, reports and statistics related to the work. Working under minimal supervision, an incumbent exercises considerable independent judgement and action within defined limits, referring only 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 and the public.

2. Illustrative Examples of Work

Provides information and assistance to the public; handles complaints and enquiries and explains rules, regulations and procedures within prescribed limits; provides factual information regarding file content to a variety of internal and external contacts in accordance with departmental policy; and refers enquiries to other departments as appropriate.

Receives lost or found property at the counter; takes reports and completes applicable forms for complaints concerning willful damage, theft, hit and runs, stolen and recovered property and other matters and creates police files in PRIME for non-dispatchable events; documents all particulars; updates records; and ensures correct handling procedures are followed; takes information for dispatchable events, creates police files and forwards to appropriate staff for dispatching; and forwards reports requiring further investigation to a police officer.

Processes requests for police information checks, including vulnerable sector; prepares, completes and returns documents to requesting agency; receives fees and issues receipts; processes applications for services such as police certificates, fingerprinting, identification verification and liquor permits; and takes fingerprints.

Transcribes verbatim audio and/or video statements for police files such as interviews, statements from witnesses, victims and accused persons for criminal code court proceedings from 911 calls, radio transmissions, pre-trial phone conversations, voicemail recordings and body worn camera footage; and converts audio and video into a suitable format to meet Provincial Crown Council MOU standards.

Operates PRIME, JUSTIN and CPIC computer terminals and uses a variety of software to complete police information checks; searches files to obtain and verify information; and to enter and retrieve information for the completion of various forms related to the work; discloses results to applicants according to legislation; and refers more complex and unusual applications to a superior.

Prepares routine correspondence; maintains a variety of files, records, ledgers, reports and statistics related to the work; screens and disseminates electronic messages and notifications for the detachment; types various materials from copy or general information.

Maintains detachment security by ensuring all non-detachment personnel are identified and dealt with according to established policies; arranges for escorts for visitors to the detachment.
Performs related work as required.

3. Required Knowledge, Abilities and Skills

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

Sound knowledge of the methods and procedures used in using a variety of police databases and word processing software.

Sound knowledge of business English.

Ability to take reports concerning a variety of complaints and to complete PRIME entries.

Ability to process applications for various services and certificates and to process requests for police information checks; and transcribe verbatim audio and/or video statements for police files.

Ability to deal effectively and courteously with a variety of internal and external contacts in handling complaints and enquiries, in explaining rules, regulations and procedures within prescribed limits and in supplying factual information regarding file content in accordance with departmental policy.

Ability to prepare and maintain records, files, reports and statistics related to the work performed.

Ability to exercise judgement in planning work schedule and deciding priorities.

Skill in the operation of equipment used in the work.

4. Desirable Training and Experience

Completion of Grade 12, including or supplemented by word processing, commercial and relevant police database 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.