

### **PRIME RECORDS SPECIALIST**

#### 1. Nature and Scope of Work

This is specialized clerical work requiring considerable knowledge of applicable departmental functions, procedures, and policies in the Police Records Information Management Environment (PRIME) system. An incumbent of this class assesses the nature of more complex occurrence files; conducts audits of PRIME data; and provides on-going training and oversight of police systems related to the work. An incumbent serves as the Detachment's resource person and quality control reviewer; recommends and maintains related operational and administrative processes in alignment with PRIME Application policy; prepares, processes and maintains a variety of files, records, reports and related material; and monitors and maintains records in a variety of police systems for compliance. Considerable independence of judgement and action are exercised within clearly defined policies and procedures, but policy or unusual problems are referred to a superior who reviews the work for overall results and conformance with established records management practices and policies.

#### 2. Illustrative Examples of Work

Reviews and reads complex occurrence files in PRIME to determine circumstances surrounding nature of occurrence, appropriate processing method and police conformance; determines which offences are reportable to Statistics Canada; ensures quality assurance and policy compliance; and sends back incomplete files for review and correction.

Performs daily, weekly, and monthly audits related to PRIME, Canadian Police Information Centre (CPIC) systems, Master Name Index (MNI), PRIME scoring reviews, moratorium compliances and other ad-hoc audits as directed; and monitors CAD hazards and CAD Common Place Names.

Provides ongoing training, advice and oversight to users on the functions and applications of PRIME; develops and updates local PRIME procedures, training plans, workflows, routing rules and mandatory documentation requirements; informs users of policy changes and system modifications; and ensures user compliance.

Serves as the Detachment's resource person and quality control reviewer; carries out routine system administration functions such as assigning or modifying user privileges, completing paperwork for new or transferring members and coordinating planned system outages; ensure files are maintained at the correct security level; and monitors secure file access.

Recommends and maintains related operational and administrative processes in alignment with PRIME Application policy; reviews and recommends improvements to procedures to increase efficiency and accommodate changes in policy.

Prepares, processes and maintains a variety of files, records, reports and related material; monitors and maintains records in a variety of police systems for compliance; identifies errors in systems and records; investigates to determine appropriate action required to rectify and maintain policy compliance.

Provides information and assistance to a variety of internal and external contacts; addresses questions and concerns; handles complaints; explains rules, regulations and procedures; and directs to appropriate resource as required.

Ensure Detachment occurrence files and records are maintained; implements changes as required; identifies files to be destroyed or archived; ensure adherence to legislative requirements related to the release of information; and ensures safeguarding of all restricted and confidential information.

Performs related work as required.

### 3. Required Knowledge, Abilities and Skills

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

Considerable knowledge of general police department functions and records management system requirements.

Sound knowledge of clerical and recordkeeping methods and procedures including archiving requirements and retention schedules.

Sound knowledge of statistical reporting requirements applicable to police files maintenance.

Ability to review records to ensure that all required information is recorded and accurate, to identify and correct errors generated internally or by external agencies and to modify, delete or add information to records.

Ability to carry out routine systems administration functions and provide advice and assistance to users on the functions and applications of the records management system.

Ability to maintain attention to detail and to process sensitive information.

Ability to participate in the development and implementation of operational policies and procedures and to make recommendations related to same.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts.

Skill in the use of office equipment and software applications used in the work.

### 4. Desirable Training and Experience

Completion of Grade 12, including or supplemented by PRIME, UCR 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 Training

Ability to obtain and maintain an RCMP Security Clearance.