

## **Watch Clerk - Training Opportunity (Permanent, Full-Time) - 1101**

### **Close Date**

August 14, 2023

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

*Let's make Kamloops shine! Join our team today.*

### **Position Overview**

An exciting and challenging opportunity exists for multiple permanent, full-time Watch Clerk's who will be placed into a Training Opportunity with the City of Kamloops RCMP division! These positions perform a wide variety of administrative duties to assist the RCMP detachment teams. While working within the RCMP detachment, you will be exposed to various tasks to help support RCMP members and City administration. If this sounds like a career that interests you, apply today!

The successful candidate must have the following qualifications:

1. Completion of senior secondary school or its equivalent.
2. Proficient in intermediate Word and intermediate Excel, as demonstrated through testing (70% pass rate required).
3. Proficient in alphanumeric data entry, as demonstrated through testing.
4. Completion of a two-year Diploma in Criminology, Administration, or Business;  
OR  
a minimum of two years' previous office experience that includes records management, document creation and review, creating and maintaining operational files, data entry, scheduling and administrative support.
5. Demonstrated typing speed of 45 words per minute.
6. Ability to successfully complete and pass all required courses offered on the job (such as PRIME, CPIC, firearms safety or its equivalent, etc.).
7. Ability to obtain and maintain RCMP Reliability Security Clearance. Please note, if you are unable to obtain or maintain an RCMP Reliability Security Clearance, your employment with the City will be terminated.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check. A comprehensive benefits package is included with this position. This is a CUPE local 900 position.

Please note that this position is currently under review and the pay grade is subject to agreement between the employer and the Union.

More than one may be hired.



For further information on the Watch Clerk position, please see the attached job description for the fully qualified position, and for further information on the details around a Training Opportunity, please see the attached terms and conditions.

**Awarding of Training Opportunity:**

To be successful for this training opportunity, senior applicants must meet the above requirements. Applicants are able to participate in a maximum of three training opportunities within the City of Kamloops.

**On-the-Job Experience and Training:**

The most senior qualified candidate for this opportunity will be gaining experience towards becoming a fully qualified Watch Clerk. The exact length of the training opportunity may vary based on the previous experience of the successful candidate; however, for this training opportunity it will be up to two years.

**Pay Rate:**

The successful applicant for this training opportunity will receive the pay rate of Pay Grade 8 (inside), \$33.27 per hour to start. After successful completion of the Training Opportunity term, and being deemed fully qualified, the incumbent will move to a fully qualified Watch Clerk Pay Grade 9 (inside).

**Time Commitment to the Position:**

The successful candidate will be required to remain in Watch Clerk position for a minimum of the amount of time it took the candidate to become fully qualified.

**Hourly Rate**

\$33.27

**Hours & Days of Work**

4x4 Rotation: 2 days - 6:00 AM - 6:00 PM 2 nights - 6:00 PM - 6:00 AM

**Hours per Week**

44

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email [hr@kamloops.ca](mailto:hr@kamloops.ca) or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at [kamloops.ca/careers](http://kamloops.ca/careers).



## Training Opportunity Terms & Conditions

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The City of Kamloops encourages career development and professional growth for its employees. Training postings (including training opportunities and "in-training" postings) allow staff the prospect of moving into an area of the City operations that they may not otherwise have the experience or qualifications to bid into.

To support this, the parties have adopted the following terms and conditions for training postings. To illustrate your acceptance of the terms and conditions, please initial each item and date and sign at the bottom.

### 1. MANAGEMENT/EMPLOYEE RESPONSIBILITIES \_\_\_\_\_

The City recognizes that there is a joint responsibility for the development and success of the trainee. It is management's obligation to regularly monitor and assess the trainee's work to ensure that he/she is completing the requirements of the training. It is the employee's obligation to meet the commitments of the training posting, attend any training or educational sessions required and to participate in applicable duties at the workplace.

### 2. TRAINING TERMS \_\_\_\_\_

Training terms may vary in length, based on the amount of experience that the successful qualified applicant brings to the position.

### 3. ACCESS TO TRAINING \_\_\_\_\_

Employees will be allowed to access a maximum of two of the training types (training opportunity and/or in-training) during their employment with the City. The third training type, apprenticeship, will have a maximum of one opportunity.

Where the situation exists for an employee to pursue multiple opportunities related to a particular career path within a Division, consideration will be given on a case by case by the Employer to waive the access restrictions.

### 4. EMPLOYEE COMMITMENTS \_\_\_\_\_

- a) Employees must commit to the training term stated on the posting.
- b) After completion of the training term, employees must remain in the position for the commitment term stated on the posting.
- c) For a period of one year after completing the training term, employees (unless they are otherwise employed full time outside of the classification), must accept any vacant shifts that should arise in the classification they have been trained in if that shift remains vacant after a posting or bid meeting process.

Any employee who does not fulfill the commitments of a training posting through his/her own actions will not be allowed access to any other training types in the future.



## 5. SENIORITY FOR TRAINEES

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New employees hired for a training position will not obtain seniority during the training term. If confirmed in the position, seniority will be calculated as per the Collective Agreement and given to the employee at that time.

## 6. LAYOFF AND RECALL FOR TRAINEES

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The trainee will be laid off before junior, fully qualified incumbents in the classification. The trainee will be recalled last after junior, fully qualified incumbents in the classification.

## 7. TRAINEE PROBATIONARY PERIODS

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The probationary period for externally hired employees will be equivalent to the training term. As per Article 10(d), the employment of these employees may be terminated at any time during the probation period at the absolute discretion of the employer, provided however, that such discretion is not used in an arbitrary, perverse, or capricious manner.

Employees with seniority who do not fulfill the commitments of a training posting or who are deemed unsuccessful after passing probation will forfeit the right to return to his/her former position but will be allowed to use his/her seniority for one year to bid on another position.

The Union has agreed to consider requests for longer probationary periods based on the length of the training term and/or a trainee's progress.

## 8. OVERTIME CALL OUT

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In the event of an overtime call out, fully qualified staff will be called first. Trainees may be considered at management's discretion.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

## CITY OF KAMLOOPS

JOB TITLE: Watch Clerk - RCMP

PAY GRADE: 10

### NATURE AND SCOPE OF WORK

Performs skilled administrative support work of a complex nature under the general supervision of the Records Management Systems Supervisor. Work involves performing a wide variety of administrative duties to assist the RCMP Detachment teams and the Watch Commander, including operating non-emergency RCMP Detachment switchboard and radio telephone equipment. The incumbent is required to compose and handle a variety of documents, detachment files, and related office material. The work also involves data entry in PRIME, JUSTIN, File Tracker, and CPIC computer operating systems. The incumbent performs a review of general duty operational files to assist the RCMP Watch Commander to ensure PRIME policy is adhered to. The job involves inside work and very good working conditions although the incumbent may be exposed to extremely graphic and disturbing information and visual materials. The incumbent handles firearms on a frequent basis; therefore, there is the possibility of incapacitating accidents, which is mitigated by the RCMP and staff following safe work procedures. The position may include frequent pressures of volumes of work and deadlines as a recognized part of the job. The incumbent is responsible for the prompt and accurate attention to detail to ensure continuing service. The incumbent is responsible for the protection of confidential departmental information. Internal and external contacts are sensitive and require courtesy, tact, diplomacy, and some persuasion, as well as elaborating on complex policies or processes, regulations, and procedures.

### ILLUSTRATIVE EXAMPLES OF WORK

1. Operates current RCMP computerized information systems (CPIC, CABS, etc.) to input, edit, retrieve, print, and perform maintenance on files to ensure validity and completeness, and makes corrections and brings them to the attention of the Watch Commander.
2. Enters and confirms all CPIC records, including property and people's records and arrest warrants, when requested by an investigator or Watch Commander.
3. Performs file review and scores operational files to ensure appropriate information is captured and included on file as per PRIME policy.
4. Assists in the preparation of documentation required for obtaining search warrants and for custody information and other court related documents.
5. Assists the Watch Commander in reviewing various operational and audit files to identify items requiring the attention and follow-up of the Watch Commander and assigns or reassigns files to RCMP members for necessary action and tracks for follow-up, as directed and concludes general occurrence files.
6. Screens or monitors various calls and complaints that are referred to the Watch Commander through telecoms, switchboard, RCMP Clerks, or the public, and may provide backup relief for switchboard RCMP Clerks if required or urgent in nature.

7. Retrieves and issues faxes if urgent in nature, and issues fan-outs or emails of media documents prepared by the team leaders.
8. Enters regular member leave and work schedule information into JUSTIN and performs queries and browsing to obtain court information.
9. Assists the Watch Commander with the preparation and maintenance of daily shift schedules for RCMP members and overtime callouts of RCMP members and resources, and assists the Watch Commander with the preparation of the daily Crime Bulletin used for Watch briefings.
10. Performs checks to locate property owners for found property, if deemed a priority by the Watch Commander.
11. Assists the Watch Commander in locating and tracking of next-of-kin family members.
12. Maintains access and sign in/out of RCMP equipment for every member from the General Duty equipment storage (for example, firearms, radios, tasers, etc.).
13. Downloads and burns photos and audio files for member cases.
14. Schedules municipal employee shifts after regular working hours when any employee calls in an absence and contacts the supervisor for overtime approval if necessary.
15. May be required to create and maintain operational files.
16. Performs related duties as required.

#### REQUIRED SKILLS, ABILITIES, AND KNOWLEDGE

1. Considerable knowledge of filing and records systems.
2. Considerable knowledge of the RCMP and departmental regulations and procedures in addition to RCMP terminology.
3. Considerable knowledge of all RCMP data and operating systems, including JUSTIN, CPIC, File Tracker, and PRIME.
4. Considerable knowledge of the operation of standard office equipment and competent in operating computers and word processing packages.
5. Ability to make numerous, repetitive data entries with a high degree of accuracy and speed.
6. Ability to communicate effectively, orally and in writing, including a good knowledge of business English, spelling, punctuation, and composition.
7. Ability to exercise courtesy, tact, persuasion, and a high level of customer service when supplying information, in person and by telephone.

8. Ability to multi-task, work under pressure, and exercise independent judgment in determining work priorities.
9. Ability to handle exposure to extremely graphic and disturbing information and visual materials.

#### PREFERRED TRAINING, EXPERIENCE, MEMBERSHIPS, ETC.

1. Completion of post-secondary office procedures or business courses.

#### REQUIRED EXPERIENCE, LICENCES, CERTIFICATES, ETC.

1. Completion of senior secondary school or its equivalent.
2. Proficient in intermediate Word and intermediate Excel, as demonstrated through testing.
3. Proficient in alphanumeric data entry, as demonstrated through testing.
4. Minimum of two years' previous experience within the last five years in a municipal support position within a policing environment, working with RCMP records systems with extensive knowledge of PRIME.
5. Demonstrated typing speed of 45 net words per minute.
6. Ability to successfully complete and pass all required courses offered on the job (such as PRIME, CPIC, firearms safety or its equivalent, etc.).
7. Ability to obtain and maintain RCMP Reliability Security Clearance.

#### HOURS OF WORK

Non-normal shift.

## **Watch Clerks - RCMP**

### LETTER OF UNDERSTANDING

BETWEEN: CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 900 (The Union)

AND: CITY OF KAMLOOPS (The Employer)

RE: VARIANCE TO HOURS OF WORK - RCMP WATCH CLERKS, RCMP, MUNICIPAL POLICE SUPPORT DIVISION

The City has created a new classification of Watch Clerk to provide administrative support to the RCMP General Duty Teams. The parties agree to vary the Collective Agreement as stated in the Articles listed below to provide efficient police support services in a 24-hour operation.

#### **1. General Principles**

- a. Watch Clerks shall work the same rotation as the General Duty Teams to which they are assigned.
- b. In any calendar year, all hours worked will be paid at straight time, except as specified in Article 14 - Overtime and Article 15 - Statutory Holiday as varied in this Letter of Understanding.
- c. Paid time off earned will be converted from a day-based entitlement to an hours-based entitlement using seven (7) hours for each working day of entitlement (health leave, annual vacation, statutory holiday).
- d. Paid time off taken shall be deducted from entitlements in hourly increments. For example, for each full shift on paid leave, an employee shall draw eleven (11) hours from health leave or vacation banks (health leave, annual vacation, family or bereavement leave).
- e. Subject to operational requirements, a maximum of two Watch Clerks will be permitted to be on annual vacation at any given time throughout the year.

#### **2. Article 13 - HOURS OF WORK**

##### **13. Hours**

- a. Watch Clerks shall work a modified work week consisting of four (4) twelve (12) hour shifts followed by forty-eight (48) hours free from work, and shifts shall rotate as follows:  
  
Two (2) day shifts from 6:00 am to 6:00 pm  
Two (2) night shifts from 6:00 pm to 6:00 am

### **13.c Work Schedule Changes**

- b. The Employer will provide a minimum of twenty-four (24) calendar days' notice of any required shift change.

### **13.e Rest Periods**

The shift shall include an unpaid one (1) hour lunch break and two (2) paid fifteen (15) minute rest periods.

## **3. Article 14 - OVERTIME**

### **14(a) Overtime Rates on Normal Work Days**

All time worked outside the normal daily twelve (12) hour shift shall be paid at double time.

### **14(b) Overtime Rates on Days of Rest and Holidays**

All time worked on the employee's day of rest shall be paid at double time.

Time worked on a Statutory Holiday shall be paid at double time for the hours in the shift that occur on any Statutory Holiday defined in Article 15(a) of the Collective Agreement. The calendar date of the defined Statutory Holiday shall be the date used to determine eligibility for overtime.

#### **Pay Rule:**

Straight time for all non-statutory holiday hours worked on the shift.  
Seven (7) hours straight time for the statutory holiday.

Double time for all Statutory Holiday hours occurring on the shift.

#### **Pay Example: (see also reference chart below)**

- Day shift employee, shift begins on Statutory Holiday - all hours worked are at double time, plus seven hours Statutory Holiday pay at straight time.
- Night shift employee, shift begins on Statutory Holiday at 7:00 pm - five (5) hours are at double time, balance of shift (seven [7] hours) are at straight time, plus seven (7) hours Statutory Holiday pay at straight time.
- Night shift employee, shift ends on Statutory Holiday at 7:00 am - first five (5) hours are at straight time, balance of shift (seven [7] hours) are at double time, plus seven (7) hours Statutory Holiday pay at straight time.

<b>Reference Chart - Overtime on Statutory Holiday for Watch Clerks</b>		
<b>Day Before Stat</b>	<b>Day of Stat</b>	<b>Day After Stat</b>
	Overtime is @ 2.0 for all time worked between 12:01 am and 12:00 midnight on the calendar stat Plus 7 hrs of stat pay	
12:01 am to 7:00 am 6 regular hrs (meal break 12:00 am to 1:00 am)	12:01 am to 7:00 am 6 hrs OT @ 2.0 (meal break 12:00 am to 1:00 am)	12:01 am to 7:00 am 6 regular hrs (meal break 12:00 am to 1:00 am)
7:00 am to 7:00 pm 11 regular hrs (meal break 12:00 pm to 1:00 pm)	7:00 am to 7:00 pm 11 hrs OT @ 2.0 (meal break 12:00 pm to 1:00 pm)	7:00 am to 7:00 pm 11 regular hrs (meal break 12:00 pm to 1:00 pm)
7:00 pm to 12:00 am 5 regular hrs	7:00 pm to 12:00 am 5 hrs OT @ 2.0	7:00 pm to 12:00 am 5 regular hrs

**14. (new) - Overtime Rates for Relief Staff (applies to this Letter of Understanding only)**

Relief staff that perform "inside" work shall be paid double time for all hours worked in excess of forty-four (44) in a pay week when they work a minimum of one (1) Watch Clerk relief shift in that pay week.

Relief staff who perform both "inside" and "outside" work shall be paid double time for all hours worked in excess of forty-eight (48) hours in a pay week when they work a minimum of one (1) Watch Clerk relief shift in that pay week.

**4. Article 15 - STATUTORY HOLIDAYS**

**15(b) Stats on Non-normal Working Day:**

Watch Clerks will receive seven (7) hours pay at straight time for all Statutory Holidays that fall within their non-working hours, including vacation days (see Article 16.c) as modified by this Letter of Understanding).

**15(d) Stat Holiday Variance for Selected Classifications**

The following language replaces Article 15(d):

Watch Clerks are required to work on all statutory holidays that fall on a scheduled work day.

**5. Article 16 - Annual Vacation:**

**16(a) Vacation Entitlement**

As per Item 1(c) of this Letter of Understanding, vacation entitlement hours are as follows:

15 working days = 105 hours  
20 working days = 140 hours  
25 working days = 175 hours  
26 working days = 182 hours  
27 working days = 189 hours  
28 working days = 196 hours  
29 working days = 203 hours  
30 working days = 210 hours  
Each time allotment of 5 additional days = 35 hours

**16(c) Statutory Holidays and Vacation**

Watch Clerks will receive seven (7) hours pay at straight time for all Statutory Holidays that fall within their vacation period.

The parties further agree that these are the only variances from the Collective Agreement; all other terms and conditions of the Collective Agreement apply.

The parties further agree that this Letter of Understanding shall not set a precedent in any other City of Kamloops operations.

Signed July 28, 2007  
Renewed for the 2019-2023 Collective Agreement term