



POLICE SERVICES FRONT COUNTER

West Kelowna is a thriving city that has a rural sophistication appeal and is a haven for outdoor recreation. Sun-soaked lakeshores, agricultural charm, and access to urban jobs and living have made West Kelowna the place to be. We maintain a deep connection with our agricultural roots, and we celebrate the one-of-a-kind character of our community.

What We Offer:

Improved vacation package, 3 weeks prorated in 1st year/4 weeks vacation at 2 years, competitive salaries, excellent benefits, numerous employee wellness incentives, an earned time off program and professional development opportunities. Build your future with a City who was proudly presented the BC Municipal Safety Association Organizational Safety Excellence Award for leadership, dedication, and diligence in creating a safer and healthier workplace.

Summarized Position Responsibilities:

The successful candidate will be the first point of contact in responding to enquires, complaints and requests via the RCMP non-emergency switchboard and in person. The ability to deal with the public courteously and tactfully in person and on the telephone are of utmost importance. Key responsibilities of the role include creating non-emergency complaint files, assisting and providing information to the public and other agencies, processing Police Information Checks and various forms and applications, subpoena service tracking, as well as transcription and civil fingerprinting. The incumbent will be highly proficient in a fast-paced office environment; have proven inter-personal skills with a strong attention to detail. In addition, the ability to handle critical incidents in highly stressful situations and exercise discretion and confidentiality is very important.

Our Ideal Candidate:

The ideal candidate for the Police Services - Front Counter position will have post-secondary education in administrative courses, criminology, or a related field, or an equivalent combination of education and experience. They should have at least two years of experience in a customer service or policing environment and possess a solid understanding of the Criminal Code, Federal and Provincial statutes, Municipal Bylaws, and Records Management Systems. Familiarity with police reporting and standard procedures is important, along with the ability to manage sensitive information confidentially. The candidate must be able to obtain and maintain an Enhanced Reliability Status Clearance and hold a valid Class 5 BC Driver's License. Proficiency in systems like PRIME, TEAM, CPIC and JUSTIN is preferred, along with the ability to manage and process records and requests. Strong communication skills, both verbal and written, and exceptional customer service abilities are essential for this role.

Applications are accepted online at westkelownacity.ca/jobs. We thank all applicants for their interest; however, only those selected for further consideration will be contacted. We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

Competition No. 25-09E | Opens February 5, 2025 | Closes March 3, 2025

**Full Time – Permanent | 37.5 hrs/wk | \$36.88/hr | Monday - Friday, 8:30am - 4:30pm
Benefits | Municipal Pension Plan | Earned Time Off Program | 4 weeks vac at 2 years**