



# POLICE SERVICES WATCH CLERK

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, 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 Police Services – Watch Clerk will be working a four on/four off rotation schedule to mirror the team they are supporting. The schedule runs for two dayshifts followed by two nightshifts covering a 24-hour period followed by four days off. The schedule will form a pattern that repeats over a period of 8 weeks working an average of 40 hours per week. These positions provide operational and administrative support to the Watch Commander and officers at Police Services.

The Watch Clerk works closely with the Watch Commander. The Watch Clerk screens phone calls, provides operational and administrative support to the officers, assists with onboarding new members, produces a variety of reports required for the watch, manages OT callouts, manage TEAM and JUSTIN schedules, create hardcopy files and provide Records support, transcribing data using PRIME, entering data into CPIC for individuals such as accused persons, missing persons, and stolen vehicles. The role also involves managing the CPIC voicemail queue, non-emergency phone calls, transcribes audio statements, maintains officer shift schedules, prepares court-related documents, and generates shift summary reports. after hours non-emergency phone coverage.

## **Our Ideal Candidate:**

The ideal candidate for the Police Services - Watch Clerk position will have post-secondary education in administrative courses, criminology, or a related field, or equivalent experience. They should have at least two years in a policing environment, with a strong understanding of the Criminal Code, statutes, bylaws, and Records Management Systems. Proficiency in PRIME, TEAM, JUSTIN, and CPIC is required. The candidate must hold a valid Class 5 BC Driver's License, be able to obtain Enhanced Reliability Status Clearance, and possess strong communication and customer service skills. Experience managing critical incidents, maintaining confidentiality, and building professional relationships is also essential.

**Applications are accepted online at [westkelownacity.ca/jobs](https://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. 25-07E | Opens February 5, 2025 | Closes March 3, 2025**  
**Full Time – Permanent | 40 hrs/wk | \$36.88/hr**  
**Benefits | Municipal Pension Plan | 4 weeks vac at 2 years**