

RCMP – ADMINISTRATIVE ASSISTANT

Position ID: J0725-0017

Job Title: RCMP – ADMINISTRATIVE ASSISTANT

Job Type: Full Time

Department: RCMP Administration

Number Of Positions: 1

Min Salary: \$30.50/Hour

Max Salary: \$38.13/Hour

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The RCMP Administrative Assistant provides front counter customer service support to the residents of Airdrie. This position provides a wide range of confidential services and administrative support within the RCMP detachment. The RCMP Administrative Assistant is responsible for entering data into multiple RCMP Records Management System(s). This includes interacting with residents and providing information via the front counter, phone and email. Services provided may include completing criminal record checks, civil fingerprinting, and handling payments for services. The work involves frequent interruptions with information arriving in multiple platforms requiring the need to quickly align with new priorities.

Responsibilities include but not limited to:

- Act as the first point of contact for the general public at the front counter, email and over the phone (interactions may be of a sensitive nature). Respond to inquiries and requests for information
- Responsible for providing appropriate RCMP forms (e.g. collisions and witness statements), creating files in PROS and ensuring accurate and detailed information is captured and updated within RCMP systems
- Complete e-collision data entry into PAT and submit reports to the Province of Alberta
- Complete requests for criminal record checks (including conducting queries in RCMP and Provincial Court databases to ensure accurate and updated information is released)
- Process payments for criminal record checks, fingerprints and other services
- Process civil fingerprint requests

You Bring:

- Post-secondary education, certificate, or diploma in administration
- PROS End User and Information Management Certification or willing to obtain
- CPIC Web or willing to obtain certificate
- 3 years' experience as an administrative assistant
- Minimum of 2 years' experience in a high-pressure customer facing service environment
- Minimum of 2 years' experience working in a high volume data entry environment with an eye for detail and accuracy
- Prior experience working in a policing or RCMP environment and knowledge of PROS and CPIC operating systems is an asset
- Prior experience working in a legal environment would be an asset

- Ability to be a positive influence in a team-setting
- Ability to work in an environment requiring a high level of confidentiality, tact, diplomacy and exposure to graphic or sensitive material
- Ability to adapt well in an ever-changing environment
- Strong initiative and the ability to work effectively in a fast paced environment
- Ability to quickly align with shifting priorities to address frequent interruptions
- Ability to deal effectively with people in difficult situations
- Demonstrated commitment to exceptional customer service

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a full time (37.5 hours per week) position.

Please provide a cover letter as a means of introducing yourself and your interest in this role.

*An RCMP Enhanced Reliability Clearance is required or must be willing to obtain before the start date. This specific security check is not something that can be started prior to being offered employment. This clearance process is very comprehensive and may take 1-3 months to obtain.

Next Steps:

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In person applications, email or other online forms will not be considered.

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.