

Front Counter Clerk - RCMP

Job Requisition	JR-2026-37 Front Counter Clerk - RCMP (Open)
Job Family	CUPE
Start Date	2026-02-11
End Date	2026-02-25
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-RCMP-Annex/Front-Counter-Clerk---RCMP_JR-2026-37
Description	

Internal Closing Date:

Feb 20, 2026

External Closing Date:

Feb 25, 2026

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

37.87

Minimum Weekly Hours:

35

Reporting to the Senior Manager, Municipal Support Services - RCMP, Vernon/North Okanagan Detachment, or his/her delegate, the incumbent is responsible for reception and complaint taking. Duties include issuing legal processes, assisting with and providing police information, and interpreting Provincial Acts, Regulations, Federal Statutes and Municipal Bylaws to other police agencies, the public and others.

Duties Include:

- Receives and assesses reported offences and related matters at the front counter, obtaining and documenting complaint details in PRIME. Determines the appropriate course of action in accordance with established procedures, referring matters to the appropriate authority or taking required steps directly. Handles routine inquiries independently, consulting a supervisor only for complex or sensitive issues.
- Provides a wide range of information to clients attending the front counter, including answering general inquiries, offering direction, and delivering specific guidance on matters such as court procedures and appearances, police information checks/criminal record requests, distinctions between civil and criminal law, civil fingerprinting, firearms licensing, restraining orders, landlord-tenant matters, disclosure requests, collision and insurance documentation, and bylaw-related inquiries.
- Returns, in person or mails out, driver's licenses that have been held by police for 24-hour suspensions, pursuant to the Motor Vehicle Act.
- Receives and records found property and processes documentation relative to same using PRIME. Returns found property to rightful owners and obtains appropriate receipts.
- Maintains detachment security by ensuring all non-detachment personnel are properly identified, and provides escorts, as required, to restricted areas within the police complex.
- Maintains records in relation to the identity and timely compliance with judicial direction of all probationers, persons on parole, temporary drivers and individuals with travel permits required to report to the police on a regular basis.
- Conducts detailed Criminal Record and Police Information Checks (using PRIME/ /CPIC) for

various purposes and provides the results to the individual making the request.

- Acts as switchboard operator as required.
- Receives, logs and distributes incoming mail and courier packages.
- Participates in RCMP mandatory training online and through distributed learning and keeps informed with current developments in police policies, regulations and procedures.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the city in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of a certificate in Office Administration, Legal Secretary or related education.
- Minimum two (2) years' recent experience in a police or public service environment in the areas of reception, customer service, complaint taking and problem resolution.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Demonstrated effective oral and written communication skills.
- Sound knowledge of the operational filing system and skill in the operation of PRIME and CPIC applications.
- Demonstrated computer skills in Micro Soft Office Suite (Outlook, Word, Excel) and with general office equipment.
- Sound knowledge of the Criminal Code, Federal and Provincial Statutes, Municipal Bylaws and rules of collecting evidence.
- Demonstrates composure and professionalism in high-pressure or challenging situations, applying effective de-escalation strategies to ensure a safe and respectful environment.
- Skilled in addressing the public on the telephone and in person concerning a wide variety of complaints, problems and situations courteously, firmly, and tactfully.
- Professionally interacts with various Federal, Provincial, Municipal and private agencies and the public.
- Knowledge of community-based policing and priority response.
- Obtain a satisfactory Police Information Check.
- Obtain and maintain a RCMP Enhanced Reliability Status security clearance.

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting "apply" and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Permanent
Location	City Hall RCMP Annex
Time Type	Full time
Locations	
Supervisory Organization	Client Services - RCMP