



EMPLOYMENT OPPORTUNITY

RCMP Detachment Clerk

As a Town of Slave Lake employee, you will be reporting to the AS02 (RCMP Clerical Supervisor) under the direction of the Detachment Commander, you will assist the R.C.M.P. in the efficient administration of serving and meeting the public needs regarding information, complaints, and emergency assistance. You will perform clerical duties in support of customer service, victims and the administration staff.

In addition, you will operate the detachment radio equipment in response to detachment members needs while on patrol; work with RCMP systems and software; and complete documentation in support of the detachment. You may, on rare occasions, be required to work overtime and/or shift work in the event of a serious occurrence.

EMPLOYEES THAT REPORT DIRECTLY TO THIS POSITION:

None

SALARY:

\$27.58 – \$34.75 per hour

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives complaint(s)/statement(s) from the public, establishes files, and relays to an investigator for action.
- Provides reception and information services to the public.
- Responds to requests for police assistance and reports of illegal activity (often from extremely frightened/emotional or injured individuals).
- Employs basic psychology to calm the caller, obtains necessary information to dispatch members(s) and emergency personnel and when necessary maintains ongoing communication with callers until police arrive.
- Completes motor vehicle accident reports, registration for various programs, and criminal record checks.
- Responds to the needs of the different cultural/ethnic/native groups found in the detachments area of jurisdiction.
- Perform CPIC, PIRS and PROS inquiries for the public, for applications, vehicle checks, and criminal records.
- Dispatches information from complaints to members on patrol.
- Searches and replies in response to patrol car inquiries
- Assists members on patrol by dispatching tow trucks and ambulances to scenes.
- Assist court liaison with any court related duties.
- Collects monies from insurance companies and drafts routine replies as requested.
- Responsible for the collection of bail monies, criminal record check monies, etc. and maintains records for same.
- Responsible for outgoing mail.

- Maintains filing system.
- Monitors all incoming CPIC messages, telephone messages and relays accordingly.
- Other duties as assigned.

QUALIFICATIONS / EDUCATION / EXPERIENCE:

- Grade 12 Diploma
- Post-Secondary Education in Office Administration preferred.
- Three (3) years related work experience.
- Must be able to obtain and maintain a clean security clearance through the R.C.M.P., at the satisfaction of R.C.M.P.
- Knowledge of basic records management.
- Some knowledge of Provincial statutes and Criminal Code.
- Typing, transcription and word processing skills.
- Ability to deal with public with tact and diplomacy.
- Able to work well in a stressful environment and remain calm in crisis situations; able to multitask in a very dynamic atmosphere.
- Knowledge of RCMP software & systems an asset.

SKILLS REQUIRED:

- Word processing ability of at least 40 words per minute.
- Command of the English language; good oral and written communications skills
- Must maintain strict confidentiality, a high level of trust, and respect across the organization.

Note: The above is not intended to be an exhaustive list of all the responsibilities and activities required for this position but gives a general nature and level of work being performed by the incumbent.

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Occasional light lifting.
- Long periods of sitting.
- Extensive use of computer and telephone.
- Good lighting, temperature, and noise control.
- Normal working day consists of a maximum of 7.5 hours; however, occasional extended hours may be required.

Please note:

1. A cover letter clearly indicating the position title, accompanied by an up-to-date resume is required.
2. The successful candidate will be required to provide professional references and an acceptable criminal record check.

How to apply:

Send your cover letter and resume (ensuring to include the job title in your email subject heading) to:

Human Resources, Town of Slave Lake

10 Main Street S.W. P.O. Box 1030, Slave Lake, Alberta T0G 2A0

E-mail: hr@slavelake.ca

PLEASE NOTE: The application review will be ongoing, and the position will remain open until filled.

We thank all applicants for their interest; however, because of the volume of applications, we will contact only those under consideration. We will review all applications carefully to determine which candidates' qualifications and experience closely match our requirements.