

Operations Support Clerk II - RCMP (Regular)

Job Requisition	JR-2026-126 Operations Support Clerk II - RCMP (Regular) (Open)
Job Family	CUPE
Start Date	2026-05-27
End Date	2026-06-11
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Detachment-Building/Operations-Support-Clerk-II---RCMP--Regular-_JR-2026-126
Description	

Internal Closing Date:

Jun 4, 2026

External Closing Date:

Jun 11, 2026

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

Hourly Rate:

42.78

Minimum Weekly Hours:

35

Reporting to the Manager, Records and PRIME – RCMP, this position provides a variety of operational support including ViCLAS & SBOR reporting and review, records maintenance, statistical data collection, quality assurance and reception services for the RCMP Detachment. In addition, the incumbent acts as Screening Officer for the Bylaw Adjudication process in accordance with Bylaw Notice Enforcement Bylaw 5250.

Duties Include:

Operations Support Clerk:

- Reviews ViCLAS (Violent Crimes Linkage Analysis System) Workflow to determine if a ViCLAS report is required. Reviews ViCLAS reports for completeness and accuracy and forwards to the appropriate supervisor for correction or directly to E Division Behavioral Sciences.
- Reviews SBOR (Subject Behaviour Officer Response) workflow to determine if an SBOR report is required. Ensures SBOR reports for completeness and attached to the file. Completes quarterly reporting to the Detachment Commander.
- Reviews tickets including Violation Tickets (VT)'s and Notice and Orders for quality assurance, statistical data collection, and submission to Provincial Court Registry.
- Receives calls from the public and provides information and/or creates PRIME (Police Records Information Management Environment) files as appropriate.
- Compiles and maintains statistical data for Detachment Management and prepares and disseminates statistical reports on a regular basis.
- Processes VT disputes, creates the file, orders certified documents in preparation for Traffic Court Hearings, and updates the disposition upon conclusion.
- Signs out Operational files to RCMP members and employees via electronic file tracking program.
- Performs operational record filing, scanning and attaching documents and maintains file integrity in PRIME and hardcopy files. Ensures safeguarding of sensitive and protected

documents.

- Performs quality assurance browses in support of the records reviewers.
- Reviews notices from Provincial Firearms Officer regarding expired firearms licenses and generates files for investigation.
- Performs front counter reception and switchboard duties on an ad hoc basis.

Screening Officer:

- Reviews appeal notices with disputants and determine validity of appeal within prescribed timelines.
- Communicates clearly and professionally with disputants to explain processes, options, timelines, and outcomes.
- Reviews appeal information impartially and objectively, interprets bylaw regulations, reviews presented evidence and applies procedural fairness principles to make informed decisions.
- Interviews all related parties, including members of the public and appropriate Bylaw Enforcement Officers, and collects evidence as necessary.
- Determines whether the notice will be upheld or cancelled in accordance with the Screening Officer – Bylaw Notice Policy set by Mayor and Council.
- Establishes Compliance Agreements where necessary.
- Upholds, cancels or reduces tickets to a warning based on the complainant's ability to meet the terms of the Compliance Agreement.
- Prepares decision summaries related to each appeal notice, including investigatory findings.
- Initiates dispute files for the Southern Interior Bylaw Notice Dispute Adjudication Registry.
- Prepares disclosure packages for adjudication hearings.
- Appears and represents the City at adjudication hearings either by phone or in person.
- Arranges hearing location and required technology for hearings held in Vernon.
- 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:

- Post-secondary certificate in Office Administration, Legal Secretary, or equivalent education.
- Minimum one-year recent experience in a Police Office support role, including experience in records management in PRIME.
- Level 1 Bylaw Compliance, Enforcement and Investigative Skills Certificate.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Considerable knowledge of RCMP operational records management systems including PRIME and CPIC.
- Knowledge of departmental policy and procedures applicable to the work being carried out.
- Knowledge of the operational filing system.
- Considerable knowledge of ViCLAS (Violent Crimes Linkage Analysis System) reporting requirements.
- Possess an intermediate level of Excel.
- Minimum typing speed of 45 wpm.
- Demonstrated de-escalation skills including tactfully and effectively addressing frustrated clients.
- Maintain confidentiality in accordance with FOIPPA.
- Works with limited supervision.
- Ability to make fair, informed, independent decisions based on historical practices and precedence.

- Exercises sound judgment in problem solving.
- Demonstrated ability to interpret legislation, policy, bylaws and other information of a technical nature and effectively communicate information to the public.
- Ensures that all elements of the offence are present to ensure an informed decision is made.
- Flexible, and able to prioritize in a fast-paced environment, working to deadlines.
- Excellent time management and organizational abilities.
- Exceptional attention to detail.
- Ability to communicate effectively orally and in writing with team members, police officers, members of the public, and internal and external agencies.
- Obtain an acceptable Police Information Check.
- Obtain and maintain an RCMP Enhanced Reliability Status security clearance.

Preferred Knowledge Skills and Abilities:

- Knowledge of current software systems in use by the City.
- Sound knowledge of Bylaw Adjudication processes and procedures.

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	Detachment Building
Time Type	Full time
Locations	
Supervisory Organization	Municipal Support Services - RCMP