



New Westminster Police Department

JOB POSTING File Quality Reviewer Full-Time

We are looking for a file management superstar with excellent decision making skills who loves working with the details and enjoys continuous learning and growth.

The NWPD is a mid-sized police department with over 200 employees. We are committed to having a professional and supportive workplace promoting employee equity, wellness, and fulfillment. We are a hard-working and welcoming team focused on doing great work and serving our community.

What your key role will be

As the [File Quality Reviewer](#), you will contribute to our continued success by reviewing department files to ensure they are complete, clear, and concise, as well as adhere to policies and procedures. In addition to this, your role includes, but is not limited to:

File Management: You'll review departmental files to ensure Uniform Crime Reporting (UCR) requirements are met, and information in the Police Records Information Management Environment (PRIME) is accurate.

Adaptability: You'll have the ability to adapt and manage multiple tasks and details in a fast-paced environment, including the ability to transition to changes in policy and procedures within the Department as well as outside agencies.

Attention to Detail: You'll be happiest when working with the details that support the bigger picture while taking great pride in rolling up your sleeves to get even the smallest of tasks done.

Communication: You'll have excellent communication and active listening skills as well as the ability to convey information clearly and simply while ensuring you understand directions and information.

Decision Making: You'll have strong decision-making skills that allow you to make confident assessments of policies and procedures and apply them accordingly to police files.

Team Player: You'll genuinely enjoy engaging with your teammates to get the work done. You believe in the importance of building and maintaining strong working relationships.

Time Management: You'll manage your time and resources to ensure work is completed efficiently and with minimal supervision.

What you bring to this role

You will have experience and success *in many* of the following areas:

- You have completed Grade 12
- You have top-notch file management and organizational skills
- You are motivated, compassionate, and empathetic with a genuine desire to help others
- You support and promote a diverse, inclusive, and healthy workplace



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- You are confident working with (or learning) Uniform Crime Reporting (UCR), Police Records Information Management Environment (PRIME), and the Canadian Police Information Centre (CPIC)
- You enjoy problem-solving and applying appropriate judgment
- You have a passion for (or the desire to learn) about law including the Criminal Code of Canada and other applicable Federal and Provincial statutes
- You navigate your role while exercising considerable confidentiality, tact, and diplomacy
- You pass and maintain a security clearance, including a background check and polygraph

What we can offer you

- An exciting and challenging career
- Competitive salary and municipal pension plan
- Vacation and compressed work schedule to foster a flexible work-life balance
- Option of hybrid work schedule
- Learning and development reimbursement as well as support with opportunities for personal growth and career development, including workshops and online learning
- Comprehensive extended health and dental benefits, group life insurance, employee and family assistance program, sick leave plan, and maternity leave top up to 6 weeks at 95%
- Access to onsite fitness facility, free staff parking, and transit subsidy
- Supportive leaders and co-workers who care about you and your family's health and wellness
- Centrally located in the Lower Mainland of British Columbia
- One block away from the Columbia Skytrain Station
- A work environment giving you the ability to connect one-on-one with our staff, including police officers, civilian members, and the senior leadership team

What we'll accomplish together

As a civilian member, working within a police department is a career like no other. It brings excitement, variety, and a challenge. The person you are, the work you will do, and the role you will play in this organization matters. You will become part of the NWPD family and join our group of diverse and talented people who truly want to make a difference.

If you are excited and curious to learn more about this opportunity, please apply – we would love to hear from you!

Job Title: File Quality Reviewer

Employment Status: Full-time

Number of Positions: One

Application Deadline – Internal Applicants: Wednesday, September 23, 2026 at 8 am

Application Deadline – External Applicants: Wednesday, October 7, 2026 at 8 am

Union: CUPE Local 387

Department: Quality Control Unit, NWPD



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Salary: \$62,512 to \$73,433 per year plus benefits

Hours of Work: This position is a compressed 4 day work week (Monday to Thursday or Tuesday to Friday). Shifts are 9.75-hour shifts in length, and include a one-hour unpaid meal break. We offer flexibility on shift start times as well as the option to work a hybrid schedule once training and the probation period are successfully completed.

Career Centre: <https://nwpd.bamboohr.com/careers>

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those with Canadian Citizenship or Permanent Residency in Canada.