RCMP Clerical (Relief)

Job Requisition	JR-2026-71 RCMP Clerical (Relief) (Open)
Job Family	CUPE
Start Date	2026-11-02
End Date	2026-11-24
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Detachment-Building/RCMP-Clerical--Relief-_JR-2026-71

Description

Internal Closing Date:

Nov 10, 2026

External Closing Date:

Nov 24, 2026

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

Hourly Rate:

32.95

Minimum Weekly Hours:

1

Three (3) Positions Available.

Relief - Zero (0) hours guaranteed.

SWITCHBOARD – RCMP:

Reporting to the General Manager, Municipal Support Services – RCMP, the primary duties consist of the operation of switchboard, clerical, and reception work with considerable public contact.
Rate of Pay: Band 3 - Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Duties Include:

- Responds to public requests in the appropriate manner.
- Performs clerical work and word processing.
- Answers and screens telephone calls, and determines appropriate action.
- Creates Police Records Information Management Environment (PRIME) electronic files and corresponding hardcopy files as required.
- Receives Provincial Court subpoenas and coordinates distribution for personal service (to serve a party).
- Performs PRIME//Canadian Police Information Centre (CPIC) queries in support of criminal records and stolen/found property checks.

- Prepares false alarm reports in support of City of Vernon false alarm bylaws.
- Performs front counter reception duties on an ad hoc basis.
- 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 coursework in MS Office Suite programs, including but not limited to WORD, EXCEL, and Outlook.
- Minimum six months experience in a clerical role that includes reception and/or switchboard duties.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Proficient with computers and related software (MS Office Suite), and general office equipment.
- Typing requirement of 45 wpm.
- Ability to complete the PRIME Records and the CPIC Query Courses.
- Demonstrated ability to successfully manage a diversity of clients and situations and direct them appropriately.
- Proven clerical ability.
- Ability to develop knowledge of departmental regulations and procedures applicable to the work being carried out as identified above.
- Demonstrated effective oral and written communication skills.
- Skilled in the operation of a switchboard, computers and other associated office equipment with reasonable speed and accuracy.
- Ability to use the RCMP operational records management systems such as PRIME and CPIC.
- Communicates effectively with the public and/or other staff persons.
- Ability to work with limited supervision.
- Ability to obtain an acceptable Police Information Check.
- Ability to obtain and maintain a RCMP Enhanced Reliability Status security clearance.

Preferred Education and Experience:

- Previous experience in a policing or enforcement environment.

FRONT COUNTER:

Reporting to the General 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 and assisting and providing police information and interpreting Provincial Acts, Regulations, Federal Statutes and Municipal Bylaws, to other police agencies, the public and others. Rate of Pay: Band 6 - Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Duties Include:

- Accepts and assesses reported offences and other matters over the counter; obtains details of complaints and documents using PRIME; determines the appropriate action and refers matters to the appropriate authority or takes proper action. The work is performed according

to established procedures with only difficult enquiries or problems referred to a superior.
- Provides a wide variety of information ranging from general direction to specific instructions to the general public including insurance adjusters and other professional persons.
- Receives and controls fine money after court hours, verifying the warrant and the amount to be received.
- Returns, in person or mails out, driver's licenses that have been received by police as a result of 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.
- Maintain detachment security by ensuring all non-detachment personnel are properly identified; 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 Checks (using PRIME/PIRS/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 packages.
- Carries out special assignments as directed by the OIC Vernon/North Okanagan Detachment.
- Reads and/or studies periodically, RCMP internal directives to keep abreast of current developments in police policies, regulations and procedures.
- Shift work may be required.
- 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 coursework or training in PIRS, PRIME and CPIC.
- 1 to 2 years' 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, PIRS and CPIC applications.
- Sound knowledge of computers and related software (MS Office and Word Perfect), general office equipment.
- Sound knowledge of the Criminal Code, Federal and Provincial Statutes, Municipal Bylaws and rules of collecting evidence.
- Ability to remain calm in stressful situations.
- Ability to deal courteously, firmly and tactfully with the public on the telephone and in person concerning a wide variety of complaints, problems and situations.
- Ability to interact with various Federal, Provincial, Municipal and private agencies and the general public.
- Knowledge of community-based policing and priority response.
- The ability to obtain and retain a successful RCMP Enhanced Security Status.

To Apply:
Please submit your resume, quoting the appropriate competition online at vernon.ca/careers by selecting

“apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker 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	Casual
Location	Detachment Building
Time Type	Part time
Locations	
Supervisory Organization	Client Services - RCMP