

Job Information

Job title	Quality Control Reader		Job Code: QUACR	Pay Grade: J
Title of immediate supervisor	Manager of Administrative Services			
Department/Division	Police / Administration			
Prepared by	S. Erb / N. Hubler			
Date Created	Mar 5, 2015	Revised date	March 10, 2021	

Job Purpose

Performs specialized quality assurance duties. Ensures all police reports are accurately scored and completed for a high standard of investigative content. Performs duties on the computer using the Records Management System (RMS). Involves a high volume of repetitive tasks, and Readers are required to maintain a high degree of accuracy and confidentiality to perform all aspects of this position.

Duties and Responsibilities

- Reviews all police files, both electronically and manually.
- Verifies completeness of investigation information.
- Applies relevant sections of required Federal and Provincial statutes, acts, regulations and standards, as well as municipal bylaws and Departmental policies and procedures.
- Determines and applies the appropriate Uniform Crime Reporting (UCR) codes as per Statistics Canada Incident Based Survey.
- Submits data extracts to authorized agencies including the Centre for Canadian Justice Statistics (CCJS), Police Services, and other government agencies.
- Assigns follow-ups to members for required corrective action on police files.
- Performs data entry updates and concludes police files when administrative procedures are complete.
- Maintains Master Indices in PRIME to ensure quality and completeness of entries when errors or omissions are located. Assists the Master Name Index (MNI) Administrator with processing MNI reports when volumes are high.
- Performs regular internal audits to ensure quality of Department's data.
- Modifies, deletes or corrects entries made in error by sworn or civilian members.
- Communicates effectively both verbally and in writing with coworkers, police members, senior and executive staff, other government and police agencies.
- Notifies management of issues affecting the RMS application and upload facility.
- Escalates significant file deficiencies and/or investigative concerns to the Administration Staff Sergeant.
- Keeps current with required information obtained in manuals, legislative changes and local processes.
- Reports monthly Quality Control statistics to management.
- Provides backup relief to Court Liaison as required.
- Maintains a high level of confidentiality and security of information in all aspects of their work.
- Performs other related duties as and when required.

Qualifications

- Grade 12 or equivalent, plus two-year post-secondary diploma in Criminology, Policing, Justice or related discipline.
- Four years of experience in a police environment with investigative experience including 6 month clerical experience in a computerized environment and experience with the inquiry, maintenance and audit functions of the police systems, RMS, CPIC and JUSTIN.
- An equivalent combination of education and experience may be considered.
- Proficient in MS Office Suites for word processing, spreadsheets, email systems and database applications.
- Must pass/maintain the required enhanced reliability security clearance.

Physical Requirements

Moving paper files

Working Conditions

Works in an office environment.