

Job Information

Job title	Records Support Clerk	Job Code: CLRCSP	Pay Grade: E
Title of immediate supervisor	Records Supervisor		
Department/Division	Police / Administration		
Prepared by	N. Pallan		
Date Created	Mar 4, 2015	Revised date	April 4, 2019

Job Purpose

Performs clerical duties such as switchboard operation, word processing, computerized data entry, filing, file maintenance and mail pickups and deliveries. Add police reports and property generated through report queues, conducting first level of data quality. Required to add basic text and CPIC entries. Maintains regular communication with supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.

Duties and Responsibilities

- Works in various work stations in the Record Support Clerk area performing duties related to each work station (e.g. switchboard/traffic/scanning).
- Answers incoming telephone calls using modern switchboard equipment. Deals extensively with calls from the public and determines the nature of the enquiries and relays factual information or connects the caller to the correct authority.
- Processes initial police reports through Records Management System, validating critical Master Name Index (MNI) details for quality and reduced duplication of information.
- Transcribes police reports, statements and memos from an in-house dictation system. This material can at times be graphic, gruesome and vulgar, and often must be typed verbatim. Some typing will be performed under priority request situations, normally resulting from legally imposed deadlines, severity of the police case, public safety and/or operational necessity.
- Transcribes verbatim interviews on current electronic equipment (i.e. DVD/CD or digital files)
- Maintains records and filing systems in the prescribed manner. Gathers, routes and files a wide variety of police and court documents, many of which are highly date sensitive and have a significant impact on the Records Section's work flow. This also includes a librarianship function for the central file repository and pickup and delivery of the Department's mail, twice daily.
- Processes data entry and input of information into multiple databases, daily, following the established work flow procedures to ensure harmonious interactions with fellow staff members whose work tasks and timetables are interdependent.
- Operates police records computer systems, e.g. Records Management System (RMS), CPIC and JUSTIN to add, modify, validate, remove, and retrieve a variety of information. This includes electronic document imaging into current RMS, transferring information from CAD to RMS and adding related property. Runs reporting routines and queries information as required.
- Delivers information to shift rotation staff through verbal and written communication.
- Applies relevant sections of required Federal, Provincial and Municipal statutes, regulations, bylaws, and Departmental polies and procedures.
- Maintains a high level of accuracy, confidentiality and security of information in all aspects of their work.
- Performs other related duties as required.

Qualifications

- Grade 12, including courses related to office administration.
- One year experience in office or business administration. Some related experience in a police environment.

- Proficient in MS Office Suites for word processing, spreadsheets, email systems and database applications.
- Proven accuracy with respect to use of grammar, punctuation, spelling and proofreading, validation and entry of information.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 55 wpm.
- Must pass/maintain the required enhanced reliability security clearance including polygraph.

Physical Requirements

Requires delivery multiple times daily to complete mail delivery and pick up in Department and Municipality, complete filing and file maintenance.

Working Conditions

Works in a continuous operations office environment that provides coverage 24 hours per day, various shifts every day of the year. Required to work on statutory holidays, when scheduled.