## 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 | | |
| Chief's Signature | | Date | | |

## Job Purpose

Performs clerical duties such as switchboard operation, word processing, computerized data entry, filing, file maintenance and mail pickups and deliveries.  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), to add, modify, validate, and retrieve a variety of information. This includes electronic document imaging into current RMS. 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 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.

- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 55 wpm.
- Must pass/maintain the required enhanced reliability security clearance.

## Physical Requirements
No physical activity required.

## Working Conditions
Works in an office environment that provides coverage 24 hours per day, on three shifts, every day of the year. Required to work on statutory holidays, when scheduled.