

TOWN OF NIVERVILLE

<i>Section</i>	Personnel	<i>Classification</i>	
<i>Subject</i>	RCMP Administrative Support Job Description	<i>Pages</i>	4
<i>Authority</i>	Chief Administrative Officer	<i>Effective Date</i>	
<i>Approved (date and resolution number)</i>		<i>Index Number</i>	

POSITION TITLE:	RCMP Administrative Support
REPORTS TO:	Office Manager

POSITION SUMMARY

The RCMP Administrative Support is responsible for providing administrative support to the St. Pierre RCMP detachment in the Niverville detachment office. As the RCMP Administrative Support, responsibility includes initiating and creating files, maintain databases, conducting Criminal Record checks, provide statistical analysis reports, transcribing information, and handling of payments.

PRIMARY ACCOUNTABILITIES

1. Serves as a recognizable voice for community policing services in Niverville and an entry point for accessing RCMP services.
2. Serves as a resource person:
 - Compiles list of policing programs and makes information available to public.
 - In conjunction with the detachment commander or delegate promotes RCMP endorsed/sponsored policing programs through literature and community web pages.
 - Over time, is able to assist in identifying the community's policing needs and assists Council and the RCMP in developing proactive programs.

3. Provide administrative support to the St. Pierre Detachment for policing services primarily for Niverville along with neighbouring communities within the St. Pierre Jolys detachment area through the satellite offices.
4. Act as a support to the St. Pierre Detachment with transcription duties when the primary transcription staff is unable to temporarily meet the workload demands.
5. Assists where appropriate with RCMP endorsed/sponsored local community crime prevention initiatives.
6. Receives, creates and provides information as necessary in relation to complaints and reports from the public, either in person or telephone in consultation with the St. Pierre unit commander or delegate.
7. Responsible for initiating and creating files, dispatching the necessary information to on duty RCMP officers in response to a call for service, maintaining databases, conducting CR checks, completion of Traffic Accident Reports. This is a primary duty.
8. Provides statistical analysis reports and data entry the RCMP for distribution, and on behalf of the RCMP.
9. Responsible for the collection and processing of funds associated to certain duties, such as Criminal Record checks.
10. As an Information Manager, conducts quality assurance reviews and correction of data entered onto PROS. This is a continuous process to ensure quality data collection. This function is jurisdiction wide and not community specific.
11. Provides administrative support during emerging Policing issues as they may develop within Niverville as directed by the detachment commander.
12. As a municipal employee complies with all employee policies issued by Town of Niverville. When policies may conflict with the RCMP, matter is referred to the respective CAO and the detachment commander for resolution.
13. Performs other related duties as requested by the detachment commander or the Town in consultation with the detachment commander.

PRIMARY QUALIFICATIONS:

1. Ability to achieve full security designation through a comprehensive security screening process, including, but not limited to, criminal record checks and background confirmation;
2. Positive outgoing personality with experience helping and addressing members of the community;
3. Experience dealing with documents, materials, and situations that are sensitive and confidential in nature;
4. Self-motivated individual and team player who is able to act both independently and with others to implement policies/directives of the St. Pierre RCMP detachment;
5. Demonstrated ability to work in an unsupervised environment;
6. Ability to interpret and make decisions in accordance with laws, regulations and established policies;
7. Ability to type at a speed of 55 words per minute (net) from clear printed copy;
8. Proven organizational skills with an aptitude for detailed output and accompanied with a strong deadline orientation, ability to prioritize workload; and
9. Experience in handling inquiries in a comprehensive and confidential manner.

TECHNICAL COMPETENCIES

1. Ability to enter data with a high level of efficiency and accuracy.
2. Practical knowledge and experience in computer systems for business applications.
3. Previous Office experience desired.
4. Radio communication and telephone skills.
5. Previous experience in a municipal setting is considered an asset.
6. Strong organizational and analytical skills.

CORE COMPETENCIES

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| ✓ <u>Integrity & Trust</u> | Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values. |
| ✓ <u>Accountability</u> | Understands the role of leadership; makes oneself accountable to manager(s)/ supervisor(s) relating to one's work performance. |
| ✓ <u>Service Orientation</u> | Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available. |

BEHAVIOURAL COMPETENCIES

- ✓ Policy & Procedure Knowledge Understands and applies knowledge of Provincial, Organizational and Departmental statutes, regulations, policies, and procedures.
- ✓ Interpersonal Skills Relates well with all kinds of people, inside and outside the organization.
- ✓ Attention to Detail Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Problem Solving Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.

GENERAL:

Employee is expected to work 40 hours per week.

PROBATION PERIOD

The employee shall have a 3-month probation period, if a new hire.

PLACE OF WORK

Work location: RCMP Detachment - 329 Bronstone Drive