

TOWN OF NIVERVILLE

<i>Section</i> Personnel	<i>Classification</i>
<i>Subject</i> RCMP Detachment Services Assistant (Municipal Employee) Job Description	<i>Pages</i> 5
<i>Authority</i> Chief Administrative Officer	<i>Effective Date</i> May 31, 2023
<i>Approved (date and resolution number)</i>	<i>Index Number</i>

POSITION TITLE:	RCMP Detachment Services Assistant (Municipal Employee)
REPORTS TO:	Detachment Commander

POSITION SUMMARY

The Royal Canadian Mounted Police (RCMP) Detachment Services Assistant is responsible for providing administrative support to the St. Pierre-Jolys RCMP detachment in the Niverville satellite office. As the Detachment Services Assistant, responsibility includes providing administrative, financial and operational support services for police officers and other employees at a RCMP detachment, as well as be responsible for front counter and telephone assistance, services and information for the general public.

PRIMARY ACCOUNTABILITIES

1. Receive, assess and respond to front counter and telephone enquiries, complaints, and requests for information (e.g. joint police/community initiatives, criminal records checks, legislation, etc.) and services (e.g. motor vehicle collision reporting, fingerprinting services, etc.) from the general public.
2. As an information manager, research, input, modify, correct, track, analyze, extract, and delete data and information in a variety of automated Operational Records Management Systems (ORMS) and manual filing systems, and develop and compile statistical and narrative reports and documents for the Detachment Commander.

3. Maintain radio contact with regular members to provide pertinent information from data banks, relevant background material, which could include potential for exposure to violence or suicidal tendencies, call back-up and other assistance for members, and to support well-being and safety of members and involved general public/victims.
4. Receive and record monies (e.g. criminal record checks, fingerprints, insurance confirmation reports), handle petty cash, prepare deposit and take to the financial institution.
5. Administer the detachment's financial activities and services. There is a requirement to monitor, track and reconcile transactions, to maintain contingency funds and acquisitions; to maintain accounts receivable and payable, to collate financial data, and to certify or recommend payments (FAA Section 34).
6. Purchase and maintain office supplies and equipment, arrange for repairs and maintenance of equipment and facilities, and maintain inventory of supplies and equipment.
7. Provide liaison and administrative services for the detachment's court activities, research files and records, transcribe statements, communicate with legal professionals. May provide a Commissioner of Oaths and Affidavit service.
8. Provide a broad array of administrative support and services, such as: receive, sort, file and distribute mail; arrange courier services; assist in the storage and safekeeping of exhibits/evidence, when assigned; transcribe internal and external correspondence, and action Access to Information and Privacy (ATIP) requests under guidance of supervisor.
9. Performs other related duties as requested by the current Detachment Commander.

SKILLS

Analytical and problem-solving skills are required to prioritize own workload, to provide administrative and operational support, to search out and reference guidelines, policies and procedures, to develop, maintain and dispose of files and records, to provide a quality assurance role for Operations Records Management Systems (ORMS), and to develop administrative advice, recommendations, options and strategies on financial, material and information management.

Communication skills are required to:

- Prepare reports, documents, requisitions, forms, correspondence, and presentations.
- Understand documents, correspondence, and reports, retrieve information and data,

and to research interpretations of a variety of policies, legislation, regulations, and guidelines.

- Understand information, requests for service and enquiries received from the public (in person and by telephone), internal clients, and other organizations, departments and agencies.
- Extract detailed information from individuals (e.g. witnesses, victims, complainants), to prioritize, transfer and relay sensitive or emergency information via the police radio and telephone to police officers, support agencies and Communications Centre (this may take place during a crisis situation).
- Provide information, recommendations, and explanations on financial, material and information management policies, guidelines, practices, and procedures. At times, there is a need to explain and interpret the requirements of a piece of legislation (e.g. Pardons Act) or other documents.

Interpersonal skills are required for contact with:

- **General public** (e.g. victims, witnesses, complainants, probation officers and parolees), in person and by telephone, to respond to enquiries and requests for information and data which, at times, requires explanation and interpretation. Situations may be an emergency, and require addressing agitated, distraught or confrontational individuals.
- **Other federal, provincial and municipal organizations and agencies and private sector organizations and agencies** (e.g. Transport Canada, Department of National Defense, Correctional Services Canada, emergency services, Department of Homeland Security, Interpol, legal counsel, insurance adjusters, probation officers, city/municipal administrators, other police organizations, etc.) to exchange information, and to establish times for meetings and collaborations. There is a requirement to liaise with various individuals (e.g. victim services, witnesses, accused, parole officers, court personnel, coroner, etc.) to obtain and provide detailed information related to court cases, remands and witness travel arrangements, etc.
- **External suppliers and contractors** to gather information on prices and service levels.
- **Internal clients** (e.g. clerical staff, guards and matrons, police officers, management, Canadian Police Information Centre (CPIC), dispatch/communication centers, corporate services) to exchange information on a broad variety of issues (e.g. training, system access, research, maintenance, travel, etc.).

WORKING CONDITIONS

The employee is considered a Town of Niverville employee who is a part of the RCMP organization and reports directly to the current Detachment Commander of the Niverville RCMP Office.

Work is performed in a police environment. There are inherent stresses, distractions and interruptions, and a continual need to respond to/react to the general public. There is significant exposure to unsettling and graphic materials (e.g. crime scene

photographs), when transcribing court documents or recorded incidents or complaints. There are occasional disagreeable interactions with external clients (e.g. witnesses, victims, accused and suspects, complainants, etc.) who, at times, are confused, fearful, hostile, or in shock about a situation or circumstance (e.g. missing child, assault, emergency situations). There is a requirement to be in the detachment office alone, when police officers are on patrol or off duty.

There is exposure to numerous and conflicting deadlines, multiple demands, time pressures, and changing priorities.

There is a requirement to remain seated or standing for long periods (personal computer, meetings) in an open office environment. There is potential for eye strain and other physical stresses related to extensive computer work.

Physical effort is required to lift and carry boxes (up to 20kg) of equipment/supplies for short periods of time. The use of protective gloves may be necessary when exposed to/handling exhibits or unsafe material (e.g. mail, flares, ammunition).

PRIMARY QUALIFICATIONS:

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

TECHNICAL COMPETENCIES

- Ability to enter data with a high level of efficiency and accuracy.
- Practical knowledge and experience in computer systems for business applications.
- Previous office experience desired.
- Radio communication and telephone skills.

- Strong organizational and analytical skills.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; makes oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external client needs in a manner that provides satisfaction for the client 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 6-month probation period, if a new hire.

PLACE OF WORK

Work location: St. Pierre-Jolys RCMP Detachment - 300 Rue Sabourin / Niverville
RCMP Satellite Office - 329 Bronstone Drive