



## **JOB DESCRIPTION**

**TITLE:** SWITCHBOARD OPERATOR, POLICE

**DEPARTMENT:** Police Support Services

**LEVEL:** 7

**Position Last Evaluated: Dec 2014**

**Job Desc. Last Updated: Mar 2021**

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### **JOB SUMMARY**

Under the general supervision of the Manager, Police Support Services, the incumbent performs all aspects of switchboard duties on non-emergency telephone lines; dispatches and receives radio messages; opens files; completes data entry and processes information on the Police Records Information Management Environment (PRIME).

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Performs all aspects of switchboard duties, determining the priority and nature of the call, determining where call should be referred, and forwarding calls to Dispatch Centre when required.
2. Using PRIME, creates, retrieves, reviews, classifies, edits, and processes, in a timely manner, electronic police files and forwards for further processing. Creates operational files for the Watch Commander, Investigator, Unit Supervisor and from CPIC messages.
3. Monitors general location of on-duty members and provides or requests information electronically.
4. Maintains telephone directories of Federal, Provincial, and Municipal government agencies and all volunteer groups and refers callers to the appropriate authority.
5. Using PRIME, enters information on operational files updated by investigation such as entering of new subjects, vehicles, and businesses, applies tracking codes to hard copy documents.

**TYPICAL DUTIES AND RESPONSIBILITIES cont.**

6. Assists members by answering questions regarding processes and obtaining information as requested.
7. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Sound working knowledge of business English, accurate spelling, punctuation, and composition.

Sound working knowledge of multi-line telephone switchboard operation and office equipment.

Good knowledge of the structure of the RCMP and its relationship with other Federal and Provincial departments and municipal administrations.

Good knowledge of the Criminal Code, BC Provincial Statutes, Municipal Bylaws, and the criminal justice system.

Ability to react quickly to demanding situations.

Ability to communicate with courtesy and tact in order to obtain and/or distribute routine data or information to internal and external customers. This may involve the ability to probe for information and clarification.

Ability to work various shifts in order to meet the requirements of a 24-hour operation with a minimum of supervision.

Work may involve constant handling of somewhat awkward and/or medium weight objects or tools/equipment and/or climbing structures. Core work activities may require sitting or standing for prolonged periods throughout the workday, with limited opportunity for relief.

Sound working knowledge of and practical experience with RCMP data processing systems including PRIME, PIRS, CPIC and File Tracker.

Proficient computer skills in word processing programs (such as Word), with a minimum typing speed of 50 wpm.

Minimum data entry speed of 100 strokes per minute.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Grade 12 and a minimum 1 year related experience, including experience in a law enforcement office environment or switchboard experience.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.**

Or an equivalent combination of education and experience.

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.