



JOB DESCRIPTION

TITLE: SPECIALIZED UNIT SUPPORT CLERK

DEPARTMENT: Police Support Services

LEVEL: 8 (Subject to JE)

Position Last Evaluated: N/A

Job Desc. Last Updated: N/A

JOB SUMMARY

Reporting to the Operations Support Supervisor and on a daily basis to the NCO of the unit, the Specialized Unit Support Clerk provides varied administrative and operational support for the plainclothes sections at the Nanaimo RCMP Detachment. The Specialized Unit Support Clerk works within an environment of complete confidentiality and must be capable of exercising considerable discretion when responding to inquiries by the public, outside agencies, other RCMP detachments/units, Federal and Provincial Agencies, the legal community and media within the limits prescribed by legislation, policy and established procedure.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Completes the required/necessary paperwork to obtain information/documents from outside agencies such as OCC/ECOMM, Fire and Ambulance, hospitals, BC Transit, BC Ferries, etc., including medical requests, Forensic Video Services and EDFT assistance; monitors the return of information/documents.
2. Completes tow release information and various lab request forms as required.
3. Provides general PRIME assistance and updates file scoring and entity role codes for an in custody setting that may require significant up front work on the PRIME file. Conducts audits on files as required to make sure all entities are added to PRIME.
4. Scans and photocopies notes, documents and other items as needed for non MCM disclosure tasks. Prepares hard copy files for conclusion and archives/removes old files from the units drives as per PRIME and RCMP policy.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5. Manages the work schedules in TEAM for the plainclothes sections; ensuring schedules are updated as needed and tracking overtime, acting periods, regular leave and sick time.
6. Maintains supplies for the unit; standard stationery supplies and all special order gear and equipment needed for a search. Acts as logistics clerk as needed for resources during a search.
7. Ensures follow up with members to obtain notes and/or documents that are required for the PRIME file. Ensures that downloads of audio/video are managed for any interviews and completes the transcript requests for statements.
8. Generates files in PRIME as directed by members or in response to requests from outside agencies.
9. Manages the in/outgoing mail and courier packages for the unit.
10. Manages travel arrangements including airfare/hotel and rental vehicle for members in travel status and assists members in travel claims submission to ensure claims are done in a timely manner, as required.
11. Manages fleet issues on behalf of the unit including collecting mileage; obtaining BC Ferries Assured Loading Cards and communicating with Fleet as needed.
12. Attends briefings and meetings within the detachment and takes minutes as required.
13. Types and transcribes material such as statements from accused persons and witnesses from a variety of electronic and manual media including analogue, digital recording, and handwritten notes as required.
14. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of business English, spelling, punctuation, office procedures and equipment.

Sound working knowledge of the structure of the RCMP and its relationship with other federal and provincial departments and municipal administration and City and RCMP Regulations, policies, and procedures.

Ability to comprehend and carry out written and oral instructions and maintain accurate and complete files and records.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and provide information and assistance.

Ability to exercise independent judgment and action, and work with minimum supervision.

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 plan, prioritize, and organize.

Ability to process highly confidential, sensitive, and often disagreeable material with discretion and to exercise sound judgment in making decisions in accordance with regulations, policies, and procedures.

Ability to work under pressure due to the frequency of interruptions.

Proficient computer skills in word processing programs (such as Word), in spreadsheet programs (such as Excel) and in RCMP computer systems (such as PRIME).

Minimum typing speed of 50 wpm.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Grade 12 and a minimum of 3 years' related PRIME experience within a RCMP or policing environment.

Or an equivalent combination of education and experience.

Possession of a valid Class 5 BC Driver's Licence.

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.

GENERAL STANDARDS cont.

Contributes in 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.