



OPERATIONS SUPPORT CLERK (Regular)

- Competition #:** 102-COV-17
- Closing Date:** Internal applicants – November 15, 2017
External applicants – November 22, 2017
- Rate of Pay:** \$28.32 per hour (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)
- Band:** 5 – Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)
- Days/Hours:** Monday to Friday / 35 hours per week

Reporting to the General Manager, Municipal Support Services, RCMP, this position provides a variety of records maintenance and research tasks as well as secretarial and reception services for the RCMP Detachment when required.

Duties:

- Reviews ViCLAS Workflow to determine if a ViCLAS report is required. Reviews ViCLAS reports for completeness and accuracy and forwards to the appropriate supervisor for correction or directly to E Division Behavioral Sciences.
- Processes Tickets including VT's and Notice and Orders to ensure proper completion and forwards as required.
- Creates new files to prevent errors and maintains statistical data for Detachment management.
- Processes Violation Ticket Disputes; creates file as necessary and ensures proper documentation upon completion of hearing.
- Carries out CPIC/PIRS/PRIME queries in support of criminal record checks.
- Signs out Records files to RCMP employees via electronic file tracking program.
- Reviews notices from Provincial Firearms Officer regarding expired firearms licenses; generates files for investigation as required.
- Responds to enquiries from other police agencies regarding confirmation of local police checks.
- Responds to public requests in the appropriate manner.
- Performs front counter reception duties on an ad hoc basis.

- Performs clerical work as required.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education And Experience:

- Completion of Grade 12.
- Recent PIRS, CPIC and PRIME training and/or equivalent training and experience.
- Minimum 1 year recent experience in a Police Office support role, including specific experience in file and records management.

Required Knowledge, Skills And Abilities:

- Working knowledge of the operational records keeping system including PIRS, PRIME, CPIC.
- Sound knowledge of departmental regulations and procedures applicable to the work being carried out as identified above.
- Intermediate level Excel ability.
- Minimum typing speed of 55 wpm.
- Skill in the operation of a switchboard, computers and other associated office equipment with reasonable speed and accuracy.
- Ability to resolve issues and make decisions utilizing well developed research, analytical and problem solving skills.
- Ability to communicate effectively and tactfully with the public and/or other staff persons.
- Sound knowledge of the operational filing system.
- Ability to obtain and maintain an RCMP Enhanced Security Clearance.

TO APPLY:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal applicants are asked to complete the on-line *Application for Internal Posting* form located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted.