



Employment Opportunity - City Of Port Alberni
Receptionist – RCMP
(Casual)

The City of Port Alberni is accepting applications for a Receptionist to work on a casual basis at the RCMP Detachment. This a casual and on-call position with no assigned hours.

This position involves clerical and reception work, including receiving and processing calls and enquiries, preparing and filing correspondence, documents and reports, and operating computers and digital transcription equipment.

Candidates are required to have the following qualifications:

- Completion of Grade 12 supplemented by computer and office administration courses
- A minimum of one year of office administration experience including reception and customer service
- A demonstrated competency using MSOffice programs
- A keyboarding speed of 60 wpm
- Previous experience working in a police detachment would be preferred

Short listed candidates will be required to complete competency testing related to typing, transcription and accuracy. As a requirement of the job, applicants must be able to obtain and maintain RCMP Reliability Security Clearance. Rate of pay is per CUPE Local 118 collective agreement.

Resumes with a cover letter will be accepted until 4:30pm on Friday, November 9, 2018 to:

- Human Resources Department, City of Port Alberni, 4850 Argyle Street, Port Alberni, B.C. V9Y 1V8
- Or by email to: humanresources_resumes@portalberni.ca.

We wish to thank all applicants for their interest and advise that only those selected to be interviewed will be contacted.

RECEPTIONIST / FRONT COUNTER (RCMP)

1. Nature and Scope of Work

Reporting to the Manager of Police Support Services, the incumbent is required to receive and process a variety of calls, complaints, inquiries and/or requests from the general public. In addition, the incumbent is responsible for performing clerical work including transcription and the typing of a variety of records, correspondence, documents, reports and related material.

The incumbent is responsible for maintaining a high degree of accuracy and ensuring that all files and records are current and complete. The incumbent works independently under minimal supervision and exercising the use of sound judgment in processing assignments in accordance with established procedures, regulations and departmental policies. The incumbent works cooperatively and collaboratively as part of the team. Non-routine and/or complex matters are referred to the Manager of Police Support Services or appropriate RCMP personnel.

2. Illustrative Examples of Work

- Performs reception duties and addresses inquiries and other matters received over the phone or at the counter; where required, refers matters to the appropriate contact.
- Performs general clerical work including transcription and the typing of a variety of records, correspondence, documents, reports and related material.
- Provides a wide variety of information and assistance to the general public in identifying and interpreting offences and infractions of the Criminal Code, Federal and Provincial Statutes and Municipal Bylaws.
- Assists with and accepts applications for Police Information Checks.
- Utilizes PRIME (Police Records Information Management Environment) to create police records as required.
- Monitors and responds to the RCMP police radio, and relays pertinent information to RCMP members.
- Provides access to the RCMP detachment to authorized visitors by documenting and issuing visitor identification tags.
- Serves legal documents as required.
- In consultation with the Manager of Police Support Services, assists in the development, maintenance and implementation of policies and procedures for providing services to the public.
- Processes a variety of applications required under provincial and federal statutes.
- Receives and records money collected for permits and other fees for service/charges.
- Returns drivers licences that have been seized by the RCMP as a result of 24 hour suspensions pursuant to the *Motor Vehicle Act*.
- Maintains Reportee Reporting Records.
- Establishes police files for new parolees and maintains records of those reporting.
- Performs filing, photocopying and related clerical tasks.
- Prepares outgoing mail and courier services.
- Performs related duties as assigned.

3. Knowledge, Abilities and Skills

- Considerable knowledge of and demonstrated skill in using word processing computer applications and equipment.
- Strong knowledge of business English, spelling, punctuation, composition, and commonly used RCMP terminology, and of office practices and procedures.
- Ability to receive and process complaints and problems and maintain records.
- Ability to deal courteously, firmly, tactfully, and diplomatically with the public both on the phone and in person while responding to a wide variety of complaints, problems, and circumstances, and to relay emergency situations to the appropriate contacts.
- Ability to execute oral and written instructions with a high degree of accuracy.
- Familiar with RCMP policies and procedures, the Criminal Code of Canada, Federal, Provincial, Municipal statutes and bylaws and the Motor Vehicle Act.
- Knowledge of Privacy Act regulations relating to the disclosure of Protected Information.
- Knowledge of policies and procedures pertaining to records management, including security of information.
- Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.
- Ability to communicate effectively both verbally and in writing.
- Ability to maintain accuracy while working with continuous interruptions and adapting to changing priorities.
- Ability to deal with documents, information and material of an extremely disturbing and graphic nature.
- Ability to maintain confidentiality.
- Ability to work shift work or flexible hours as required.

4. Training and Experience

- Completion of Grade 12 or equivalent.
- A minimum of 1 year of recent office administration experience (within the last eight 8 years), including using a switchboard.
- Previous experience working in a police detachment would be preferred.
- Must be able to travel out of town to attend required training courses.

5. Licences, Certificates and Registrations

- The incumbent is required to obtain and maintain RCMP Reliability Security Clearance.
- Word processing speed of 60 wpm (Internal postings – 50 wpm).
- The incumbent will be required to successfully complete testing related to transcription, business correspondence and accuracy of work.