



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

| | | | |
|---------------------------|--------------------------------|-------------------------|----------|
| <u>JOB TITLE:</u> | WATCH CLERK | <u>SCHEDULE:</u> | C |
| <u>DIVISION:</u> | POLICE SUPPORT SERVICES | <u>PAYGRADE:</u> | 4 |
| <u>DEPARTMENT:</u> | PUBLIC SAFETY | | |

JOB SUMMARY:

The incumbent works as part of the Watch Team to ensure that the RCMP records management requirements are met. This is done by reviewing all operational files originating on the incumbent's Watch to ensure PRIME (Police Records Information Management Environment) compatibility and adherence to UCR (Uniform Crime Reporting) and URS (Uniform RCMP Statistics) rules and making modifications where necessary. Further responsibilities include data entry, updating files, pulling files and putting them away, and processing diary date entries. The incumbent is expected to work independently and to achieve minimum volume standards. Work is checked for quality and quantity. Through the course of his/her duties, the incumbent will be exposed to extremely graphic and disturbing information and visual materials. Problems involving difficulty of interpretation or policy decisions are referred to a supervisor. Performs related duties as required.

MAJOR RESPONSIBILITIES:

Under general supervision of the Records Supervisor:

Ensures that the RCMP records management requirements are met by:

- reviewing new occurrence files in PRIME for quality of UCR and URS information;
- checking files to ensure that there is sufficient information to conclude it;
- identifying necessary corrections and bringing these to the attention of the Watch Commander;
- scoring files according to URS rules;
- creating paper files, where required, and checking and scoring accordingly;
- reviewing files and/or additional data and making necessary modifications and/or additions;
- concluding files in PRIME by checking that all applicable entries and documents related to the file are valid and complete. Reviews to ascertain that file has been accepted and makes corrections, if necessary;
- reviewing the new material and making the necessary additions and modifications to files in PRIME;
- undertaking final review of files to ensure all statutory/reporting requirements are met;
- reviewing files for any reporting requirements to outside agencies and advising RCMP member;
- printing jurisdictional and statistical reports from PRIME as directed by the Watch Commander.

QUALIFICATIONS:

Education: Completion of Grade 12.

Experience: Three years in an office environment including two years in a police environment.

Knowledge and Skills: Considerable knowledge of records management principles. Considerable skill with data entry tasks. Ability to make numerous, repetitive entries with a high degree of accuracy. Demonstrated attention to detail. Ability to handle constant exposure to extremely graphic and disturbing information and visual materials. Ability to type accurately 45 wpm. Knowledge of and demonstrated skill in using computer applications pertaining to the work. Demonstrated commitment to customer service. Ability to work within a proactive team environment. Strong time management, organizational and prioritizing skills. Demonstrated judgment and problem solving abilities. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees and RCMP members. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to work effectively with minimal supervision. Ability to effectively respond to a high volume of work. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to this position, including but not limited to bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License: No.
Vehicle Usage: No.
Police Information Check: Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear Enhanced Reliability Status.

Prepared by: Ken Corrigan, Rae-Ann Emery
Date prepared: October 2002
Date revised: September 2010
Revised by: C Soares, S Young