



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

<u>JOB TITLE:</u>	VICTIM SERVICES ASSISTANT	<u>SCHEDULE:</u>	C
<u>DIVISION:</u>	POLICE SUPPORT SERVICES	<u>PAYGRADE:</u>	4
<u>DEPARTMENT:</u>	PUBLIC SAFETY		

JOB SUMMARY:

The incumbent acts as the initial contact for all clients at the Victim Services Office and provides clerical assistance to the Victim Services Coordinator, Victim Services and its volunteers. This is a high profile position and the incumbent must possess excellent interpersonal and communication skills for interacting with internal and external clients in a professional and efficient manner. The incumbent assists in program coordination, provides support and referrals to victims of crime and acts as a resource to volunteers. This section functions in a team environment, requiring the incumbent to be flexible in workload and duty-sharing responsibilities.

Responsibilities include answering phone inquiries, acting as receptionist, providing information to clients at front desk/call outs, referring inquiries to the appropriate sources, acting as a resource to volunteers, and processing a variety of forms, applications, reports, meeting minutes and other documents. Performs related duties.

MAJOR RESPONSIBILITIES:

Under general supervision of the Victim Services Coordinator:

Provides efficient and professional customer service by:

- providing the reception function and providing information, support and referrals to victims of crime;
- directly responding to inquiries, either in-person or on the telephone;
- liaising with other divisions and departments as necessary to assist customers;
- referring more complex or technical inquiries to the appropriate source;
- reviewing and assisting with the completion of various applications, and other documents submitted by members of the general public;
- obtaining appropriate security identification for volunteers,
- maintaining a victim services contact list and distributing, as directed;
- scheduling volunteers for the crisis intervention program and mobile response program;
- familiarizing volunteers with office and relevant RCMP policies and procedures;
- maintaining the supply of pamphlets, booklets, instructional aids and other materials for use by the public, other agencies and volunteers;
- obtaining and entering information/statistics into various computer systems; and
- acting as a contact for victim's during major incidents, as directed, on and off site;

Provides clerical support by:

- answering phone inquiries,
- processing a variety of forms, applications, and other documents;
- maintaining volunteer file data;
- entering and retrieving information from various computer systems;
- maintaining a variety of records and filing systems;
- scheduling meeting, typing minutes and distributing minutes;
- assisting in the production of various reports pertaining to Unit activities;
- distributing reports and other documents, as appropriate;
- providing clerical support to the Victim Services Unit and Victim Services Coordinator;
- handling confidential information in a discreet and professional manner;
- maintaining filing systems and archival drawing storage and retrieval;
- processing mail;
- ordering and maintaining supplies as directed;
- developing spreadsheets; and
- typing, faxing and photocopying a variety of documents.

QUALIFICATIONS:

Education: High school graduation, supplemented by a post-secondary vocational or college course in business, office administration or other relevant field.

Experience: A minimum of two years' related experience working in a police environment or community victim services support program. Completion of formal training in one of the following areas is required: crisis intervention, victim support, or trauma informed practice.

Knowledge and Skills: Considerable knowledge of programs that support victims of crime. Thorough knowledge of administrative practices. The ability to respond tactfully and compassionately to people under significant emotional distress. Considerable skill and accuracy with data entry tasks. Ability to type accurately 45 wpm. Professional telephone manner. Considerable knowledge of office systems and procedures. Ability to complete and/or review detailed forms, applications and other documents. Demonstrated commitment to customer service. Ability to effectively respond to a high volume of inquiries and handle multiple tasks. Ability to serve clients independently and to recognize when clients are to be referred. Excellent interpersonal and communication skills for providing information and service to the public, internal and external clients and co-workers. Ability to work within, and contribute to, a proactive team environment. Ability to deal courteously, tactfully and diplomatically with other City staff, RCMP members, representatives of other organizations, and members of the general public. Strong time management and multi-tasking skills, plus an affinity for working closely with other members of Police Support Services. Ability to prioritize work, with little direct supervision. Knowledge of and demonstrated skills in using computer applications pertaining to the work. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License:	Yes. BC Driver's License, full privilege Class 5.
Vehicle Usage:	Yes.
Police Information Check:	Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Reliability Status
Baseline Hearing Test	No

Prepared by: Rae-Ann Emery
Date prepared: March 2007
Date revised: May 2014
Revised by: Soares / Bourret
Date revised: Aug 2020
Revised by: Cooper/Hempsall