



April 28, 2017

## **POSTING**

Pursuant to Article 4 of the Collective Agreement applications will be received by the undersigned up to and including May 19, 2017 for the position of:

### **Part Time Clerk-Communicator**

#### **JOB DESCRIPTION**

The job description is attached.

Hours of work will be pursuant to and consistent with the Collective Agreement.

The starting salary as listed in the Collective Agreement, commensurate with the qualifications and experience of the successful candidate.

Applicants will be evaluated on the following criteria:

1. Application;
2. Demonstrated skills and abilities; and
3. Resume

We thank all applicants for their interest; however only those selected for an interview will be contacted.

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Mike Bellai  
Chief of Police

## **PURPOSE OF POSITION**

Under the direction of the Inspector i/c Administrative Support but pursuant to the direct supervision of his/her Platoon Sergeant or NCO i/c Platoon, Clerk-Communicators are primarily responsible for ensuring they provide an effective and efficient link between the public and the police through professional communications.

On occasion, Clerk-Communicators may be required to fulfill the duties of a Clerk as outlined in that job description.

Shall, in the performance of duties, respect and protect human dignity and maintain and uphold the human rights of all persons.

## **SUMMARY OF DUTIES AND RESPONSIBILITIES**

- Attend mandatory training
- Receive telephone requests for service from the public and upon obtaining sufficient detailed information, forward same to the appropriate police field unit (s) or other agency by C.A.D. and/or voice radio transmission or telephone according to policy and procedure
- Monitor and record audio and video systems as per Service General Orders
- Function as a switchboard/C.P.I.C. operator, answering the administration telephone lines and querying C.P.I.C.
- Maintain RMS and C.P.I.C. computer and other information systems as necessary
- Be accountable to supervisors for the duties described
- Perform additional duties as required

*NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work. They are not to be construed as a complete list of the many duties to be performed under the position title or those to be performed temporarily outside an employee's normal line of work.*

## **Knowledge**

- An understanding of the organizational structure, General Orders, Written Directives and practices within the Service as they pertain to duties performed
- Working knowledge of standard office software on personal computers
- Working knowledge of data entry on mainframe systems

## *Desirable Courses*

- Post-secondary Police/Fire Communications related education

## **Skills**

- Excellent oral and written communication skills
- Computer literate in word processing
- Proficient keyboarding skills

## **Abilities**

- Ability to exercise good judgement and make good decisions
- Ability to observe, retain and prepare clear, concise and accurate reports and operate general office equipment
- Ability to communicate effectively with people at all levels of comprehension and to handle the public with courtesy and authority
- Must be capable of handling multi-tasks, produce work under strict and definitive deadlines
- All other qualifications the position justifies