



Mohawks of the Bay of Quinte  
Tyendinaga Police Service  
6 Meadow Dr., Shannonville, ON K0K 3A0 613-967-3888

**Position Title: Detachment Operations Clerk**

Reports to Chief of Police - Tyendinaga Police Service

Salary: \$ 27.72/Hour

**PURPOSE:** To provide operational support to the Police Service by taking inquiries and dispatching the appropriate service response. To provide reception and administrative support to Police Service personnel in the co-ordination and processing of administrative services.

**KEY RESPONSIBILITIES:**

1. Greets visitors to the detachment, providing and exchanging information and/or forms and documents upon request, e.g. freedom of information (FOI) or civilian requests. Refers more in-depth enquiries to a uniformed officer or other personnel. Responds to telephone enquiries from various agencies, government bodies, fire departments, police services, the public, etc., providing or receiving detailed information, e.g., insurance agencies, Crime Stoppers, Child Protection, and Ontario Fire Marshall. Refers calls to Communications Centre for dispatch. Redirects calls, as required and acts as the Victim Services contact for HART call requests.
2. Prepares and types court documents such as subpoenas, summonses, and notices of trial. Reviews and makes amendments, as required. Retrieves occurrences from Niche RMS and CPIC, verifying court dates, releases, applicable charges, etc. Communicates with and provides documentation to external parties, i.e., Crown Attorneys, and court services personnel. Acts as the court contact for the detachment. Completes Criminal Justice Information (CJIM) submissions and fingerprints to card scan.
3. Signs-in charged persons awaiting trial, convicted criminals as part of their sentences, including acquiring the proper paperwork for file, doing CPIC checks and notifying the respective investigating officers and/or Court Officer of failure to report, and completes Ontario Sex Offender (OSOR) new and annual registrations.
4. Must complete (once certified) Local Registration Authority (LRA) responsibilities such as, verifying photo ID of applicants, submitting on behalf of first time PKI requests, key (certificate) recovery requests, name and or email address changes, and certificate reactivation or deactivation requests, providing basic PKI problem solving services, and notifying subscribers of certificate revocations.
5. Maintains the detachment DAR roster and ensures DAR compliance and approvals are completed, when required.
6. Performs a variety of clerical and administrative duties, e.g. tracking and locating information, composing and preparing correspondences, forms, letters, and reports, maintains detachment files, opening and distributing mail, processing outgoing mail, arranging courier and other special delivery package services, sending faxes, transmitting emails, photocopying and distributing documents.
7. Organizing and coordinating office and cruiser repairs and maintenance.
8. Performs other duties, as assigned.

**STAFFING AND LICENSING REQUIREMENTS:**

- Ability to pass an OPP background security investigation.
- 40 w.p.m. typing speed.

**COMPENSABLE FACTORS****KNOWLEDGE OF:**

- Knowledge of relevant sections of ministry and detachment manuals, policies, protocols, procedures and practices to provide administrative and clerical support to detachment.
- Knowledge of and ability to operate two way radios to send and receive information to and from emergency personnel.
- Knowledge of and skill in computer operation and software including Microsoft Word, Excel and PowerPoint to produce court documents and type correspondence; and knowledge of specific software applications such as RMS/CPIC to enter, update and retrieve data/information and perform queries.
- Knowledge of records management practices and Niche RMS technology to maintain an organized, up-to-date records system.
- Knowledge of community/social services agencies and referral process to provide information and assist the public.
- Knowledge of relevant geographical area and skill in reading maps to verify addresses in Niche and to direct callers to appropriate agencies.
- Knowledge of the operation and maintenance of office equipment such as photocopier and fax to photocopy material, transmit correspondence and documents, and maintain equipment in good working order, arranging for servicing as required.

**INTERPERSONAL AND COMMUNICATION SKILLS:**

- Oral communication skills to clarify the nature of requests from callers, relay messages, and respond to enquiries by providing detailed information, in person and by phone to agencies, companies, court and legal personnel, police services, and the public.
- Listening skills to elicit vital information from callers regarding incidents.
- Oral communication and interpersonal skills to interact with officers.
- Written communication skills to input accurate information, compose correspondence, proofread a variety of documents, compile reports and summarize information.
- Exercises empathy, tact and diplomacy while greeting and responding to requests for service and information from individuals who are sometimes distraught, overly emotional or panicked.

**PROBLEM SOLVING/COMPLEXITY:**

- Reasoning and problem solving skills to determine the best approach to elicit information from distraught or panicked callers; to assist hearing impaired callers and work through typing errors/inaccuracies; to determine the appropriate agency or response; and to relay accurate information to duty supervisors and the OPP communications center.
- Identifies and locates supporting court documentation for CPIC entries, report-ins, etc.
- Identifies and analyzes the nature of inquiries or calls, some of which are confidential and/or sensitive in nature, gaining clarity of request, and determines how best to respond or whether to refer person to a uniformed officer or other personnel. Troubleshoots office equipment malfunctions.

**JUDGEMENT AND DISCRETION:**

- Works in accordance with established manuals, practices and procedures. Plans and prioritizes administrative work on a daily basis.
- Works with minimal supervision in performing clerical and administrative support duties. Supervision is available for the more difficult decisions and question.

- Selects appropriate format/design for office documents including presentations, utilizing various software, which involves the selection of advanced features to manipulate data/information and shape appearance.
- Makes editing/proofreading changes to documents, reports, letters and memoranda.
- Exercises discretion, tact and diplomacy when responding to enquiries over the phone and counter.

**RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:**

- There is no formal responsibility for the work of other employees.

**PHYSICAL AND SENSORY DEMANDS:**

- Physical dexterity while operating a computer terminal on daily basis necessitating sitting for extended periods of time, but with the freedom to move around as required when performing clerical and administrative duties. Restricted to work station when taking calls however, may leave work area when necessary, using mobile telephone and wireless earpiece, or arranging for coverage.
- Some standing and walking while responding to walk-in inquiries and performing office functions (sending faxes, receiving/sending mail, etc). Bending, stretching and lifting required when performing filing duties and storing office supplies.
- Visual – high level of alertness and attentiveness; logging call details; entering data into a computer. Hand/eye coordination to watch multiple computer screens to observe and monitor activity and multiple incidents, and enter and retrieve data/information on computer using various information systems.
- Auditory – transcribing video and audiotapes, answering telephone inquiries, listening intently to calls for service.
- Concentration required to remain focused and completely attentive for prolonged periods, and take emergency calls. Criminal record checks are to be completed in a timely fashion. Must respond to unforeseen demands and changing priorities as multiple calls from the public are received, necessitating prioritizing calls/work and multi-tasking. Multi-tasking also required to listen and respond to telephone callers while using various computer programs, observing computer screens, relaying information, and monitoring alarm systems and cameras.

**WORKING CONDITIONS:**

- Works in a fast-paced, standard office environment with frequent exposure to distressed callers/visitors when performing call-taking and reception duties. Occasionally deals with disagreeable subject matter and evidence of a graphic/distasteful nature.

<b>APPROVALS:</b>		<b>DATE:</b>
Immediate Supervisor:		