



RCMP Clerk (Client and Administrative Services)

RCMP Support Services

Regular, Full-Time

About Us

Merritt is centrally located and nestled in the beautiful Nicola Valley. Our strategic orientation is to pursue growth as a progressive, attractive, economically viable city that is socially responsible and environmentally sustainable. Our strength comes from our skilled and dedicated employees and together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us to the community we serve.

The Opportunity

We have an exciting opportunity for an RCMP Clerk (Client and Administrative Services) to join the RCMP Support Services Team. Guided by the policies, procedures and protocols of the City of Merritt and the RCMP, this position contributes to the success of Merritt's RCMP Detachment by providing outstanding client service and administrative and, in a limited capacity, operational support for front-line police officers in collaboration with the team.

As a key point of contact between the Detachment and the public and/or other internal and external stakeholders, you will provide professional, respectful and client-centered services by triaging, responding to and processing inquiries and complaints received in-person, by email and over the phone, competently dealing with those who are facing difficult life circumstances. As well as provide assistance, operating the police radio, to RCMP members in the field under extenuating circumstances, dispatching files as required.

This position involves high volume workloads and professional level duties where independence, collaboration, effective communication and judgement skills are essential. As the RCMP Clerk (Client and Administrative Services), you routinely handle sensitive, private and confidential information related to policing services and criminal matters. You will type statements related to victimization, crisis and trauma. You will create and maintain police files and records in accordance with established policies and procedures and perform specialized technical work related to the creation and maintenance of RCMP operational records, database searches and evidence. In this role, you will operate computerized and paper based RCMP information systems (eg. CPIC, PRIME), enter data to process public complaints/ files and police records, process Police Information Checks and vulnerable sector checks, maintain prisoner logs and take fingerprints using the Livescan system. You will organize and disclose police files, vetted and un-vetted, for requests including, Court Orders, Law Firm Requests, Civil Orders and Access to Information Requests (ATIP) as well as other related duties.

Key Qualifications

- Post secondary course work in criminology, or a related field supplemented by recent related operational experience in a police environment with RCMP systems and records and a minimum of two years' office experience that includes records management, document creation and review, creating and maintaining operational files, data entry and providing administrative support.
- Conflict resolution and/or nonviolent communication training or equivalent.
- Knowledge of the Access to information and Privacy Act, RCMP and PRIME BC Policy supplemented by experience working with RCMP information systems such as PRIME and CPIC, is preferred.
- An equivalent combination of training and experience may be considered.
- Minimum typing speed of 50 words per minute.
- Proficient in data entry, intermediate Word and intermediate Excel.
- Excellent understanding of Federal, Provincial and Municipal Legislation as it applies to RCMP operations.
- Superior communication, customer service and interpersonal skills
- Ability to provide superior customer service skills in a fast-paced, high stress environment with clients who may be facing strenuous life circumstances.
- Ability to be positive, courteous and respectful and compassionate in dealings with other staff, clients, the public and others.
- Proven ability to multi-task in a fast-paced, high stress environment.
- Ability to handle sensitive, private and confidential information related to policing services and criminal matters, with tact and diplomacy.
- The successful completion of all required courses offered on the job (such as PRIME, CPIC, or its equivalent, etc).
- Ability to obtain and maintain an RCMP Reliability Security Clearance is a condition of employment.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, employment is conditional on a satisfactory police information check.

Join Our Team!

It is an exciting time to be a part of our team! We're looking for people to bring creative ideas, fresh thinking and motivation to join the City of Merritt team. We offer competitive compensation and comprehensive benefits for health, vision, dental, group insurance, pension and well-being along with meaningful work in a respectful environment. The rate of pay for this position is \$29.06 (2020 rates), in accordance with the collective agreement between the City of Merritt and CUPE Local 900.

Hiring for this position is ongoing and will be filled as required. For full consideration, please apply today at www.merritt.ca/employment.

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

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