

TOWN OF OKOTOKS – JOB DESCRIPTION OVERVIEW

JOB TITLE:	Policing Support Associate
CLASSIFICATION	Customer Experience & Administrative Support
REPORTS TO:	Policing Support Team Lead
BUSINESS CENTRE:	Municipal Enforcement
DATE COMPLETED:	2024

JOB SUMMARY: *Provide up to four sentences describing the jobs core purpose.*

Provide customer service and administrative support at the Southridge Detachment to the public and Policing Services (RCMP & OME). There are two types of shifts for this position, regular and watch.

KEY RESPONSIBILITIES: *Provide a brief description of up to five major responsibilities and approximate percent of time dedicated to each (up to 4 sentences). NOTE: When there are multiple incumbents in a role, percentage of time spent in each responsibility area may vary.*

- Day to Day Operation** – Welcome and direct clients by greeting them in person or on the telephone and providing them with information regarding appropriate statutes, documenting and assessing inquiries/complaints or forwarding to RCMP/Municipal Enforcement or appropriate agency/resource. Provide support to RCMP and Municipal Enforcement members by answering, screening and directing/dispatching calls/complaints from the telephone and police radio, including general and emergency information to the members. Complete accident reports, take statements, verify documents and issue damage stickers for accidents reported at the detachment. Type statements using Dictaphone/digital recorders as required. Provide criminal record checks using CPIC. Collect fees for services rendered (ie) criminal record checks, fingerprinting, requests for accident reports, etc. Process and forward all Violation Tickets to court. Preparing disclosure packages for Officer's review and submission. Contact person between the RCMP members and provincial and federal agencies. Process and forward fingerprints with dispositions to Ottawa. Provide summons/subpoenas at the front counter.
- General Administrative Support** –Creating standardized documents such as letters or forms, creating basic original documents or modifying standard documents, modify formatting, responding to e-mails, attending and documenting meetings, process invoices, etc.
- Systems & Software** – Efficiently navigate relevant business centre, division and Town systems and software where required to complete administrative responsibilities.
- Records Management** – Develop and maintain databases and records management that complies with Town RMS Policy.
- Data Entry** – Entering data into new or pre-established databases, existing systems or software, tracking data such as performance metrics, assisting with budget preparation, tracking budgets and costs, etc.
- Presentations** – Using PowerPoint or similar software develop presentations using source information or guidelines provided by requestor.
- Calendar, Meetings, and Event Coordination** - Involves all aspects of coordinating the calendar of others, setting up meeting times, creating and circulating agenda and minutes, coordinating location, required technology and the details related to special events, managing distribution and contact lists, etc.
- Other Responsibilities:** Projects and tasks as assigned. Conduct routine research using the internet or other sources. Circulating information to all stakeholders. Best-practices-proactively identify areas or processes for improvement or updating. Ensure all activities are conducted according to OH&S and Town Standards. Provide back up to team members and other administrative staff as needed.

EDUCATION: *Provide minimum formal education required (degree, diploma, trade, etc.)*

Equivalent to High School completion with specialized training recognized by a certificate. Work at this level requires verified competence in understanding and applying specialized skills related to somewhat complicated procedures in areas such as basic chemistry, computer operations, accountancy, or design, etc. Security clearance at the level of RCMP Verified Reliable status must be obtained and maintained.

EXPERIENCE: *Provide minimum related years and type of experience required.*

1 or more years direct/indirect related work experience representing continuous learning

OTHER SKILLS & COMPETENCIES: *Provide other skills and competencies required.*

Show initiative to assist customers to meet their needs. Knowledge of municipal government would be an asset. Develop a working knowledge of departmental functions. Have good written composition, grammar, spelling, and clarity. Possess an ability to follow broad guidelines. Possess an ability to maintain confidentiality regarding matters that affect the department and the Municipality as a whole. Demonstrate intermediate knowledge and experience of computer functions (including MS Office Suite). Customer service focus; Requires the ability to communicate tactfully, clearly, discreetly and effectively in person and on the phone, maintain a high degree of accuracy and organization.