



Policing Support Associate

Job Description

Reports to: Policing Support Team Leader
Team: Policing Support
Date Updated: 2025

Job Scope: The Policing Support Associate plays a vital role in ensuring outstanding service and customer satisfaction. Serving as the primary point of contact, this position addresses inquiries, resolves issues, and fosters positive interactions with customers. This position requires strong communication skills, empathy, problem-solving abilities, and the capability to work both independently and as part of a team, all while maintaining a commitment to delivering exceptional customer experience.

Key responsibilities include processing customer inquiries, documentation and compliance processes, handling cash transactions, providing general office support, and utilizing multiple software systems, with a primary focus on enhancing the customer experience. The role's primarily works out of the Southridge Detachment and provides support to the public and Policing Services (RCMP & OME). There are two types of shifts for this position: regular and watch.

Key responsibilities of the job are as follow:

1. General responsibilities:

Customer Experience:

- Greet and assist customers in person at the front counter, over the phone, and via email, providing accurate information on statutes and services;
- Document and assess inquiries or complaints, forwarding to RCMP/Municipal Enforcement or appropriate agencies as required;
- Support RCMP and Municipal Enforcement members by answering, screening, and dispatching calls and complaints via telephone and police radio, including emergency information;
- Complete accident reports, take statements, verify documents, and issue damage stickers for reported accidents;
- Provide criminal record checks using CPIC and collect fees for services (e.g., record checks, fingerprinting, accident reports);
- Process and forward Violation Tickets to court and prepare disclosure packages for officer review and submission;
- Act as liaison between RCMP members and provincial/federal agencies;
- Process and forward fingerprints with dispositions to Ottawa;
- Issue summons and subpoenas at the front counter.

Financial Transactions

- Receive payments for services;
- Ensure daily cash handling and receipting align with approved Town practices.

Collaboration & Relationship Management

- Maintain strong working relationships with internal business centres;

- Collaborate with cross-functional teams to share customer insights and contribute to service and process improvements.

Safety & Incident Reporting

- Respond to, report, and document emergency or behavioral incidents promptly and accurately.

Administrative Support

- Manage internal and external mail, including tracking costs and usage statistics;
- Complete assigned administrative tasks such as data analysis, electronic board updates, procedure revisions, meeting minutes, and invoice processing;
- Provide backup support to team members and other administrative staff as needed;
- Coordinate calendars, meetings, and events, including scheduling, agendas, minutes, technology setup, and logistics.

Systems & Records Management

- Navigate systems and software efficiently to support business centre operations.
- Develop and maintain databases and records in compliance with Town RMS Policy.
- Perform accurate data entry for tracking costs and usage statistics.

2. Other responsibilities:

- Conduct routine research using online and other sources;
- Support basic contract administration, including circulating information to stakeholders;
- Train and mentor less experienced employees;
- Identify and recommend process improvements and best practices proactively;
- Projects and tasks as assigned;
- Ensure activities are conducted in accordance with Occupational Health and Safety (OHS) and Administrative Guidelines.

Qualifications and required skills:

- **Education:** Equivalent to High School completion with specialized training recognized by a certificate.
- **Experience:** 1 or more years direct/indirect related work experience representing continuous learning.
- **Skills:**
 - Communicates clearly, discreetly, and professionally across all channels while maintaining confidentiality and working independently while adhering to the organization's guidelines.
 - Committed to excellent service with the ability to take initiative and quickly assess and assist customers.
 - Manages multiple tasks with accuracy, including transactions and cash handling.
- Proficient with Microsoft Office Suite and position relevant software.
- RCMP Verified Reliable status must be obtained and maintained.
- Knowledge of municipal government or policing environment would be an asset.