



DISTRICT OF COLDSTREAM JOB DESCRIPTION

POSITION: Information Complaints Officer, RCMP
REPORTS TO: General Manager, Municipal Support Services - RCMP
SUPERVISES: None

Under the supervision of the General Manager, Municipal Support Services, or their designate, this position is responsible for reception and complaint taking.

Duties include serving legal documents, assisting and providing police information, and interpreting provincial acts, regulations, federal statutes, and municipal bylaws, to other police agencies, the public and others. The work is performed according to established procedures, with only difficult enquiries or problems referred to a superior.

Shift work may be involved in this position.

Required Registrations, Education, Knowledge, Abilities and Skills:

1. Obtain and maintain an RCMP Enhanced Reliability Status security clearance.
2. Grade 12 Diploma
3. Two years' experience in:
 - a. A Canadian police force as a peace officer and/or
 - b. A law enforcement capacity, or
 - c. A police or public service environment performing receptionist/complaint-taking duties, or
 - d. Demonstrated equivalent experience.
4. Skill in the operation of computers with reasonable speed and accuracy and working knowledge of other associated office equipment.
5. Knowledge of community-based policing and priority response.
6. Considerable knowledge of police reporting and statistic-keeping procedure.
7. Demonstrated effective oral and written communication skills.
8. Ability to write clearly and legibly, with proper spelling.
9. Sound knowledge of the *Criminal Code*, federal and provincial statutes, municipal bylaws, and rules of collecting evidence.
10. Ability to remain calm under stress.
11. Ability to deal courteously, firmly and tactfully with the public on the telephone and in person concerning a wide variety of complaints, problems and situations.
12. Ability to interact with various federal, provincial, municipal and private agencies and the general public.
13. Ability to obtain Commissioner of Affidavits certification for serving subpoenas and swearing documents.

Preferred Education, Training and Experience:

1. PRIME-BC (Police Records Information Management Environment) experience.
2. Multilinguistic ability an asset.

Illustrative Examples of Duties:

1. Accepts and assesses reported offences and other matters over the counter; obtains details of complaints; determines the appropriate action; and refers matter to the appropriate authority or takes proper action.
2. Provides a wide variety of information ranging from general direction to specific instructions, to the general public including insurance adjusters and other professional persons.
3. Receives and controls fine money after court hours, verifying the warrant and the amount to be received.
4. Returns, in person or mails out, drivers' licenses that have been received by the police as a result of 24-hour suspensions, pursuant to the *Motor Vehicle Act*.
5. Receives and records found property and processes documentation relative to same. Returns found property to rightful owners and obtains appropriate receipts.
6. Maintains detachment security by ensuring all non-detachment personnel are properly identified; provides escorts as required to restricted areas within the police complex.
7. Maintains records in relation to the identity and timely compliance with judicial direction of all probationers, persons on parole, temporary drivers, and individuals with travel permits required to report to the police on a regular basis.
8. Conducts criminal-record checks for various purposes and provides the results to the individual making the request.
9. Acts as relief switchboard operator.
10. Receives, logs, and distributes incoming mail and packages.
11. Reviews RCMP internal directives, etc., to keep abreast of current developments in police policies, regulations and procedures.
12. Review and approve Liquor and Cannabis Licensing Board event permits.
13. Review and issue Operation Permits for highway use of off-road vehicles under the *Motor Vehicle Act*.
14. Verifying and serving of legal documents as a Commissioner of Affidavits.
15. Performs other related duties that are required from time to time.