



JOB DESCRIPTION

Title	Detachment Services Assistant	Pay Grade	06 Inside
Department	RCMP	Location	RCMP
Supervisor	Detachment Commander	Reviewed	June 2025

Nature and Scope of Work

Works under the direction of the Royal Canadian Mounted Police (RCMP) detachment Non-Commissioned Officer (NCO), the Detachment Services Assistant delivers a high level of customer service to project a professional, good image of both the detachment and the municipality. This position is a focal point of interaction for general information inquiries from the public, by email, telephone or in person.

Duties:

1. Acts as front counter telephone operator and receptionist providing general information which may require creating files, reviewing submissions for completeness, answering telephones, and routing calls.
2. Effectively operates police radio equipment, transmitting and receiving information. Respond to police officer requests via police radio, being familiar with RCMP 10 codes.
3. Operation of and maintains law enforcement database such as JUSTIN, CPIC and PRIME.
4. Provide relief administrative coverage as needed.
5. May be assigned as PRIME co-coordinator for the detachment.
6. Preparation, review, and uploading court packages – reports, files, documents and related information – for Crown Counsel on behalf of the investigating officer.
7. Maintenance of administrative filing system.
8. Performs a variety of clerical functions, including completion of various forms, updating policy manuals, creating and maintaining detailed front counter manuals and references, sorting, preparing and distributing incoming correspondence and mail, maintaining various detachment accounts, maintaining voice mail inbox, preparing and receiving courier packages, taking and processing payments, transcribing audio statements from recordings, photocopying, assist with training new and casual staff, and providing any general clerical support.
9. Records Traffic Violation Report and Traffic Ticket Information and forwards them to appropriate agency.
10. Conducts Fire Safety Inspections as required.
11. Performs other related work as required and as technology advances.

Required Skills and Knowledge

1. Knowledge and proficiency in Microsoft Word, Adobe and Excel.
2. Very skilled in producing neat and accurate work from audio statements and the ability to transcribe verbatim information.
3. Typing speed of 65 words per minute.
4. Knowledge and experience with RCMP filing systems and record management filing.
5. Excellent oral and written communication skills and the ability to execute verbal and written instructions.
6. Critical thinking, decision making and problem solving skills.
7. Highly motivated individual with excellent organizational skills.
8. Tolerant and flexible in stressful situations with inherent interruptions.
9. Strong client service skills with the ability to exercise courtesy, tact and diplomacy in the exchange of information with staff and public.
10. Ability to handle confidential and sensitive information with discretion.
11. Knowledge of the regulations and RCMP directives, local bylaws and Criminal Code.
12. Experience performing civil fingerprinting (Livescan) and ensuring accuracy of application types and knowing where to forward for processing.
13. Ability to work with minimal supervision.

Required Qualifications

1. Successful completion of secondary school education according to provincial standards. Supplemental education by completion of a recognized office training program or an equivalent combination of education and RCMP experience.
2. Minimum of one (1) year experience in an RCMP or emergency services work environment.
3. Ability to obtain and maintain RCMP security clearance as a condition of ongoing employment.

Remuneration and Hours of Work

1. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
2. Hours of work in accordance with the CUPE Collective Agreement.