



## Detachment Clerk

**Competition Number:** HR-24-11

**Department:** Corporate Services and R.C.M.P. – Hope Detachment

**Close Date:** April 24, 2024 @ 4pm

**Schedule:** 35 hours per week, Monday to Friday

**Position Type:** Unionized, non-management

**Posting Type:** External applications are accepted

**Compensation:** \$32.91/hour

The District of Hope is currently seeking a permanent full-time Detachment Clerk to join our team. This is a municipal support staff position working in the Hope R.C.M.P. Detachment office. The incumbent performs clerical, reception, bookkeeping and customer service support for the detachment. Assignments and responsibilities are performed under the general supervision of the RCMP Office Administrator.

The full list of responsibilities, duties, tasks and qualifications are included in the job description below. The incumbent must be able to qualify for and maintain, enhanced reliability security clearance from the RCMP.

As per a Letter of Understanding with the Union, the incumbent will work the standard 7 hours per day Monday to Friday, and due to the nature and scope of work, the work day may fall between the hours of 7:00 a.m. to 4:00 p.m. daily, for a total of 35 hours per week, and on occasion work overtime as authorized.

Please submit your **cover letter** and **resume outlining specifically how your experience and qualifications relate to the position**. Your cover letter and resume can be submitted to the attention of Oksana Schmunk, Human Resources Advisor, via one of the methods below:

**Email:** [oschmunk@hope.ca](mailto:oschmunk@hope.ca) | **Fax:** 604-869-2275 | **In Person:** 325 Wallace Street, Hope, BC

**Mail:** PO Box 609, Hope, BC V0X 1L0

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Position Title: Detachment Clerk  
Department: RCMP – Hope Detachment  
Supervisor: RCMP Office Administrator

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**Position Summary:**

This is a municipal support staff position working in the R.C.M.P. detachment office. The incumbent performs clerical, reception, bookkeeping and customer service support for the detachment. Assignments and responsibilities are performed under the general supervision of the RCMP Office Administrator.

**Core Values:**

Every employee is expected to demonstrate commitment to the following core values:

- Safety
- Integrity
- Personal Responsibility
- Team Work
- Respectful Workplace
- Inclusiveness

**Physical Demands:**

- Periods of prolonged sitting;
- Periods of prolonged typing;
- Occasional periods of prolonged standing;
- Occasional periods of prolonged walking.

**Psychological Demands:**

- Periods of high pressure and stress; and
- Dealing with sensitive situations and/or situations of conflict.
- Must be able to respond frequently changing operational demands;
- Must be able to deal effectively with difficult people and extremely stressful situations; and
- Must be able to understand written and/or verbal instructions.

**Responsibilities:**

- Performs bookkeeping tasks which include sorting, coding, and verifying various detachment transactions and purchases;
- Performs reception and front counter duties such as taking and processing public complaints, providing information and assistance to inquiries, processing various forms, mail distribution, photocopying, query and relay emergency calls to appropriate contacts, and operation of radio equipment for dispatch;
- Compiles data, statistics and other information and may conduct research for RCMP members
- Performs a variety of clerical support and file maintenance duties by maintaining operational and administrative files, composing correspondence, transcription, completion and distribution of forms and maintains office supplies;
- Queries, compiles, codes, enters, verifies and maintains computer data for the detachment's systems (i.e. CPIC, PIRS). Ensures each entry is accurate and current policy and procedures are being followed and performs system back up;

- Provides support and trains detachments members in administrative functions, the use of current office equipment, peripheral devices, and computer systems; and
- Performs other related work as assigned by the Supervisor and/or N.C.O in charge.

**Required Knowledge, Skills and Abilities:**

- Minimum of Grade 12 education augmented with bookkeeping, word processing and business courses;
- Good working knowledge of basic accounting functions;
- Sound knowledge of office procedures and equipment, business English and grammar;
- Skilled in the operation of a switchboard, WordPerfect, Excel, or equivalent word processing, and computerized office applications and other associated office equipment in relation to police work with reasonable speed and accuracy;
- Must have sound knowledge of the methods, practices and procedures used in the police computer programs;
- Must be able to type rapidly and accurately. Minimum 60 w.p.m.;
- Working knowledge of the functions, regulations, statutes, and bylaws involved in the operation of an RCMP detachment;
- Able to perform assignments with minimal supervision.
- Ability to deal courteously, firmly, tactfully, and diplomatically with the public both on the telephone and at the counter with respect to a wide variety of complaints, problems, and circumstances and to relay emergency situations to the appropriate contacts;
- Must be able to keep all information in confidence in compliance with the Privacy Act and Freedom of Information Act; and
- Must be able to obtain enhanced reliability clearance from the RCMP. Failure on the part of the employee to satisfy this requirement will necessitate the removal of that employee from the position.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

**Working Conditions:**

The incumbent will normally work the standard work week of Monday to Friday in accordance with the hours specified (35 hours per week) and on occasion work overtime as authorized. The incumbent will be a member of the C.U.P.E. Local 458. The incumbent will be responsible for performing the tasks associated with secretarial "housekeeping" duties. Performance is subject to review, inspection and evaluation by the Office Administrator.

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