



CLERK REVIEWER

COMPETITION: #2377-06292023

SECTION: Transcription/CPIC Support, Information Management Section
LOCATION: 3585 Graveley Street, Vancouver
STATUS: Temporary full-time
DURATION: Up to one year with the possibility for an extension of the assignment or regular full-time opportunities
HOURS OF WORK: Four days on and four days off
Rotating between:
Day shift: 6:30 a.m. to 5:30 p.m.
Afternoon shift: 12:30 p.m. to 11:30 p.m.
Night shift: 7:30 p.m. to 6:30 a.m.
SALARY: Pay Grade 17 - \$29.13 to \$34.23 per hour

POSITION SUMMARY

Responsible for transcribing police reports, processing recovered stolen vehicles and online crime reports, and reviewing, managing, and maintaining the CPIC system.

ESSENTIAL DUTIES

- Adds, reviews, maintains, and validates CPIC entries (ie. property records, Special Interest to Police, surveillance, Administrative Driving Prohibitions, etc.)
- Sends, receives, and distributes CPIC messages appropriately
- Follows up with the completion of K-file victim notifications and NOK requests
- Queries booking sheets received from the Jail
- Transcribes police reports into PRIME/Versadex
- Sends follow-ups as required
- Routes electronic files to the appropriate units/handles
- Liaises with internal and external agencies as required (ie. ICBC, Ecomm, VPD Jail, etc.)
- Completes weekly tow sheets
- Advises registered owners by phone when their stolen vehicles are recovered
- Generates and processes daily browses/reports
- Redacts Section 28 *Mental Health Act* reports and faxes them to the appropriate hospital
- Reviews and processes Online Crime Reports (OCR)
- Performs basic CPIC Management Unit processes after hours
- Manages unscheduled system outages and assists with scheduled outages
- Completes monthly CPIC validation reports
- Receives incoming phone calls from a wide range of customers and directs them appropriately
- Participates in the annual mandatory high stress debrief program
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Working knowledge of PRIME/Versadex, WMS, JUSTIN, CPIC, CPIC Web
- Thorough knowledge of Outlook, Word, and Excel
- Knowledge of the Department's information sharing policy
- Able to multi-task
- Good organizational skills
- Ability to communicate (written and verbal) effectively with VPD personnel at all levels as well as outside police agencies
- Ability to maintain effective working relationships in a team environment
- Ability to work independently or in a team
- Ability to provide excellent customer service



- Ability to work accurately with constant interruptions
- Ability to utilize independent decision-making skills

Preferred:

- Working knowledge of the Criminal Code of Canada and other federal and provincial statutes
- Working knowledge of CPIC Policy

EXPERIENCE

Required:

- Minimum one year of experience in an office or team environment

Preferred:

- Minimum two years of experience in a policing environment

EDUCATION

Required:

- Grade 12

Preferred:

- Commercial training in an office environment
- Accredited CPIC course or equivalent experience

OTHER REQUIREMENTS

- Canadian citizenship or Permanent Resident status
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

SECTION PROCESS

Short-listed applicants must pass standard clerical testing prior to moving on to the interview stage. The testing consists of:

- Typing: 45 words per minute
- Excel (Basic)
- Word (Basic)
- Data Entry: 6,000 Keystrokes per hour

NOTE: This position falls under the jurisdiction of Teamsters Local 31.

Applicants should submit a resume and cover letter made **to the attention of the Human Resources Section via email to vpd.civilian.jobs@vpd.ca** by 4:30 p.m. of the closing date.

Please indicate the Competition # in the subject line of the email.