



CLERK TYPIST III

COMPETITION: #2414-50176596

SECTION: Public Service Unit, Information Management Section
STATUS: Temporary full-time
DURATION: Approximately December 31, 2024 (*Assignment may be extended or reduced for operational reasons or due to circumstances that could not be foreseen at the time of posting*)
LOCATION: Will vary between the Public Service Counters at 2120 Cambie Street and 3585 Graveley Street
HOURS OF WORK: Monday to Friday, 9:00 a.m. to 5:00 p.m.
SALARY: Pay Grade 15 - \$26.87 to \$31.56 per hour
COMPETITION END DATE: Thursday, February 23, 2024

Responsible for providing customer service for all front counter services, including access, security, processing found property, Police Information Checks (PIC), minor crime report-taking, and fingerprinting services.

ESSENTIAL DUTIES

- Provides general information and/or referrals to the public and outside agencies
- Manages customer inquiries and determines the type of police service required
- Receives, logs, and distributes courier and other property dropped off to counter
- Returns driver licences to owners who have received driving suspensions.
- Monitors security of building; signs visitors in and out, and issues building tags/ ICT 2FA cards
- Takes minor crime reports including found and lost property
- Process, tags, and returns found property
- Rolls accurate ink and electronic fingerprints impressions
- Conducts queries through various police databases
- Provides various front counter services including booking appointments, in-taking applications, and processing payments
- Ensures compliance with Payment Card Industry (PCI) standards
- Mentors and trains staff for triage role
- Participates in the annual mandatory high-stress debrief program
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Have working knowledge of PRIME/Versadex
- Have working knowledge of Excel, Word, Outlook
- Able to handle cash
- Able to provide excellent customer service
- Able to deal tactfully with the general public
- Have experience working with computer peripherals (CD/DVD burner, scanner, printer)
- Able to maintain effective working relationships in a team environment
- Able to work independently
- Able to manage time effectively
- Able to multi-task
- Have good organizational skills

Preferred:

- Have working knowledge of Intelliscreen
- Have knowledge of the VPD organizational structure
- Have working knowledge of the rules, regulations, policies, and procedures that govern the activities of the unit



EXPERIENCE

- Experience operating cash register, debit/credit machine, and handling cash
- Previous customer service experience

EDUCATION

Required:

- Grade 12

Preferred:

- Training or experience in a similar field or related to the tasks performed

OTHER REQUIREMENTS

- Valid BC Driver's licence
- 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

SELECTION PROCESS

Shortlisted candidates will be required to participate and successfully pass clerical testing in keyboarding skills (min 45 wpm), data entry (6000 kph), and Microsoft Word and Excel in order to move forward to the interview stage.

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

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. of the closing date. **The competition number must be indicated in the subject line of the email.**