



CLERK TYPIST III

COMPETITION: #2447-50040443

STATUS: Regular full-time
SECTION: Public Service Unit, Information Management Section
LOCATION: 2120 Cambie Street, Vancouver
HOURS OF WORK: 10-hour shifts, four days on / four days off
7:00 a.m. to 6:00 p.m.
SALARY: Pay Grade 15 - \$26.87 to \$31.56 per hour
COMPETITION END DATE: Friday, March 29, 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:

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

Preferred:

- Working knowledge of JUSTIN, IntelliScreen
- Knowledge of the VPD organizational structure
- Working knowledge of the rules, regulations, policies, and procedures that govern the activities of the unit



EXPERIENCE

Required:

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

Preferred:

- Minimum two years of administrative experience
- Minimum one year working in a police environment

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

Short-listed candidates will be required to participate and successfully pass clerical testing in keyboarding skills, data entry, 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.**