



# CLERK TYPIST III

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## COMPETITION: #2PSU-20250116

<b>SECTION:</b>	Public Service Unit, Information Management Section
<b>STATUS:</b>	Temporary full-time
<b>DURATION:</b>	Approximately one year (may be extended or reduced for operational reasons or due to circumstances that could not be foreseen at the time of posting)
<b>LOCATION:</b>	2120 Cambie Street, Vancouver
<b>HOURS OF WORK:</b>	Four days on / Four days off – 10-hour shifts 7:00 a.m. to 6:00 p.m.
<b>SALARY:</b>	Pay Grade 15 - \$29.20 to \$34.30 per hour

Responsible for providing front counter customer service for access, security, processing found property, police information checks, 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, and Outlook
- Able to handle cash
- Able to provide excellent customer service
- Able to deal tactfully with the general public
- 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
- 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, 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 by 4:30 p.m. of the closing date. **Resumes should indicate clearly the competition number on the subject line in the email**, and be made to the attention of Human Resources Section, via email [vpd.civilian.jobs@vpd.ca](mailto:vpd.civilian.jobs@vpd.ca).