



# CLERK TYPIST III

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**COMPETITION: #25137-50011864**

**STATUS:** Regular full-time  
**SECTION:** Public Service Unit, Information Management Section  
**LOCATION:** 3585 Graveley 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 - \$29.20 to \$34.30 per hour  
**COMPETITION END DATE:** Thursday, August 28, 2025

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 in and out visitors 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, intaking 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
- Able to handle cash
- Able to provide excellent customer service
- Able to deal tactfully with the general public
- Superior clerical experience, working with computer peripherals (CD/DVD burner, scanner, printer)
- Able to maintain effective working relationships in a team environment
- Able to work independently and demonstrate strong organizational skills
- Able to manage time and multi-task effectively

### 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 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:

- Completion of Secondary School at minimum

### Preferred:

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

## 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 5 years or as required.

## SELECTION PROCESS

Short-listed candidates will be required to participate and successfully pass clerical testing prior to moving on to the interview stage. The testing consists of: Canadian citizenship or Permanent Resident Status

- 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 via email to [vpd.civilian.jobs@vpd.ca](mailto:vpd.civilian.jobs@vpd.ca) by 4:30 p.m. on the closing date. **The competition number must be indicated in the subject line in the email.**