VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

CLERK REVIEWER – CASUAL POOL

SECTION: Transcription CPIC Support Unit
STATUS: Casual / Auxiliary
HOURS OF WORK: Dayshift – 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 - $33.75 to $39.66 per hour

Responsible for transcribing police reports, processing recovered stolen vehicles, processing 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 (SIP), surveillance, Administrative Driving Prohibitions, etc.)
- Sends, receives, and distributes CPIC messages appropriately
- Follows up with the completion of K-file victim notifications and next-of-kin 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, E-Comm, 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, and CPIC Web
- Thorough knowledge of Outlook, Word, and Excel
- Knowledge of the Department's information sharing policy
- Ability 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

AVAILABILITY FOR CASUAL SHIFTS

- Available for a minimum of 40 hours a month
- Flexibility to work a variety of shifts, including weekends and statutory holidays
- Available to attend training during regular working hours

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

SELECTION PROCESS

Shortlisted 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 via email to externaljobinquiries@vpd.ca and indicate **Transcription CPIC Support Unit – Casual Pool** in the subject line.