VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

CLERK REVIEWER

COMPETITION: #2604-20260106

SECTION:	Transcription/CPIC Support Unit, Information Management Section
STATUS:	Temporary full-time
DURATION:	Up to one year with the possibility for an extension of the assignment or regular full-time opportunities
HOURS OF WORK:	Four days on / Four days off Rotating between: 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
LOCATION:	3585 Graveley Street, Vancouver

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, CPIC Web
- Thorough knowledge of Outlook, Word, and Excel
- Knowledge of the Department's information sharing policy
- Able 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
- Have working knowledge of CPIC Policy

EXPERIENCE

Required:

- Minimum one year of experience in an office or team environment

Preferred:

- Minimum 2 years' experience in a policing environment

EDUCATION

Required:

- Grade 12

Preferred:

- Commercial training in an office environment
- Accredited CPIC course or equivalent experience

OTHER REQUIREMENTS

- All employees must maintain their enhanced reliability clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

SELECTION PROCESS

Short-listed applicants must pass standard clerical testing prior to moving on to the interview stage. The testing consists of:

- Typing – 45 wpm minimum
- Excel (Basic)
- Word (Basic)
- Data Entry – 6000 kph

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. on the closing date. **Indicate the competition # in the subject line of the email.**