



MOUNTAINS OF OPPORTUNITY

# CRANBROOK

## JOB POSTING

### Receptionist Clerk

#### POSITION

**POSTING #**

24-50

**POSTING TYPE**

External

**POSITION TYPE**

Term - 3 months or until return of incumbent

**HOURS OF WORK**

35-hour work week, as per schedule

**DEPARTMENT RCMP**

**HOURLY RATE** \$33.7070 to 35.4522 per hour, Pay Grade 3 – Schedule “A” Inside Employees

**POSITION SUMMARY**

The Receptionist-Clerk works under the direction of the RCMP Municipal Office Manager and the RCMP Detachment Commander.

The position is the first contact with the general public, victims, witnesses, complainants, and parolees and other community based organizations both in person and by telephone and affects public perception and confidence in the RCMP.

The position requires quick thinking and problem solving with the ability to extract detailed information from individuals to prioritize, transfer and relay sensitive or emergency information via police radio and telephone to police officers, support agencies and Communications Centre, often during a crisis situation and is required to address agitated, distraught or confrontational individuals.

Analytical and problem solving skills are required to prioritize own work load, to provide administrative and operational support, to search out and reference guidelines, policies and procedures

**ESSENTIAL QUALIFICATIONS****EDUCATION**

- Grade 12 Diploma or GED

**EXPERIENCE**

- Three years related receptionist
- Mobile Radio
- Computer data entry
- Switchboard
- Transcription

**SPECIFIC SKILLS**

- Keyboarding – 60 wpm
- Accurate and efficient written/keyboarding skills
- Word Processing
- Accurate report/form preparation skills
- Demonstrated ability to maintain accurate and complete documents and records and to check own work
- Ability to extract detailed information from various customers
- Relay sensitive or emergency information via police radio and/or telephone

- Maintain accuracy while working with continuous interruptions and adapting to changing priorities
- Exercise sound judgment and provide solutions to problems
- Excellent verbal communication skills

### **SPECIAL REQUIREMENTS**

- Enhanced Security Clearance is required
- Ability to work in a confidential environment
- Meet all Federally mandated requirements

### **CLOSING DATE    Open until filled**

Interested applicants are requested to submit a covering letter and resume to:

**Human Resources**

**City of Cranbrook**

**40 – 10th Avenue South, Cranbrook, BC V1C 2M8**

**E-mail:** [human.resources@cranbrook.ca](mailto:human.resources@cranbrook.ca) (Submissions in Word or .pdf format only)

*We express our appreciation to all applicants for their interest in this position, however only candidates selected for an interview will be contacted.*

***This position is covered under the Collective Agreement between the City of Cranbrook and C.U.P.E. Local 2090 – Cranbrook Inside/Outside Workers.***

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### **The City of Cranbrook**

The City of Cranbrook is in the southeast corner of British Columbia amongst the majestic Rockies and Purcell mountains, near Alberta and the Canada/USA border. With a population of approximately 20,000, Cranbrook is the largest community in the East Kootenay. Known as the “Basecamp of the Kootenays”, Cranbrook provides an inviting lifestyle in a beautiful setting that has made our City a welcoming and growing place in which to live, work and play.

### **Diversity, Equity, and Inclusion**

This Policy provides the foundation for Diversity, Equity, and Inclusion (“DEI”) at the City of Cranbrook to ensure a safe, respectful, and inclusive community and workplace. The City of Cranbrook will work towards becoming a community that supports and fosters a diversity of perspectives and provides equal opportunities for its residents. The aim is for the City to provide programs and services that meet the diverse needs of the community. The City of Cranbrook is equally committed to an inclusive workplace that welcomes, respects, and values a diverse workforce that reflects the qualities and differences of the broader population it serves.

Policy No. 50-15