



MOUNTAINS OF OPPORTUNITY

# CRANBROOK

## JOB POSTING

### Watch Clerk

#### POSITION

**POSTING #**

24-59

**POSTING TYPE**

Internal

**POSITION TYPE**

Full-time

**HOURS OF WORK**

35 hours per week, as per scheduled rotation

**DEPARTMENT RCMP**

**HOURLY RATE** \$35.7305 to \$37.5221 per hour, Pay Grade 5 – Schedule “A” Inside Employees

**POSITION SUMMARY**

Under the direction of the Cranbrook Detachment RCMP Municipal Office Manager and Detachment Commander, the Watch Clerk performs skilled administrative support work of a relatively complex. Work involves performing a wide variety of administrative duties to assist the RCMP Detachment teams and the Watch Commander, including operating non-emergency RCMP Detachment switchboard and radio telephone equipment. The incumbent is required to compose and handle a variety of documents, detachment files, and related office material. The work also involves data entry on the various RCMP computer operating systems. The incumbent performs a review of general duty operational files to assist the RCMP Watch Commander to ensure PRIME policy is adhered to. The incumbent may be exposed to extremely graphic and disturbing information and visual materials. The position may include frequent pressures of volumes of work and deadlines as a recognized part of the job. The incumbent is responsible for the protection of confidential departmental information. Internal and external contacts are sensitive and require courtesy, tact, diplomacy, elaborating on complex policies or processes, regulations and procedures.

**ESSENTIAL QUALIFICATIONS****EDUCATION**

- Grade 12 Diploma or GED
- Applied Business Technology Diploma or Office Administration Certificate or Diploma or three years related experience

**EXPERIENCE**

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

**SPECIFIC SKILLS**

- Keyboarding – 60 wpm
- Accurate and efficient written/keyboarding skills
- Word Processing including Excel
- 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 confused, fearful, hostile individuals or individuals who are in shock
- 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
- Thorough knowledge of filing and records systems
- Knowledge of Police and Municipal Programs
- Considerable knowledge of the operation of standard office equipment and competent in operating computers and word processing packages
- Ability to make numerous, repetitive data entries with a high degree of accuracy and speed
- Ability to communicate effectively, orally and in writing, including a good knowledge of business English, spelling, punctuation, and composition
- Ability to exercise courtesy, tact, persuasion, and a high level of customer service when supplied information, in person and by telephone
- Ability to multi-task, work under pressure, and exercise independent judgement in determining work priorities
- Ability to handle exposure to extremely graphic and disturbing information and visual materials

### **SPECIAL REQUIREMENTS**

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

**CLOSING DATE**     **9/12/2024, 4:00pm (MT)**

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