

TOWN OF
VEGREVILLE
EMPLOYMENT OPPORTUNITY
RCMP CLERK III

POSITION SUMMARY

The employee under this classification works under the direction of the Detachment Services Supervisor and Detachment Commander and is responsible for the provision of accurate communications control and performing clerical and administrative duties in a competent and accurate manner; greeting the general public, receiving complaints and providing an appropriate response, occasionally working unsupervised.

This employee is a respected member of an effective working team, dedicated to maintaining and improving our community, and as such serves the public with courtesy and respect.

As an employee this person shall establish and maintain a good working relationship with all departments. Confidentiality and privacy of information is to be maintained at all times. Sound judgment and discretion must be used when responding to inquiries regarding classified and confidential information.

DUTIES & RESPONSIBILITIES

- Receives complaints over the counter, by telephone, by radio, and by mail.
- Provides information to the general public on federal and provincial statutes and municipal bylaws, as well as other matters for which the RCMP provide service (complaints, missing persons, joint police/community initiatives, motor vehicle collisions, procedures for fine payment, etc.).
- Writes occurrence reports and records information provided by the public and relays complaints and incidents requiring police action or investigation to police officers.
- Requires knowledge of relevant portions of federal, provincial and municipal legislation and other matters for which the RCMP provides police services in order to provide information to the public and be able to answer recurring types of inquiries.
- Enters and modifies data in record systems including the PROS (Police Reporting Occurrence System), CPIC (Canadian Police Information Center); verifies information and reports errors; files documents on hard copy files. Queries systems and researches sources of data in order to provide information to police officers and compile reports and forms.
- Preparation of correspondence, forms and documentation required for office administration and operational purposes. Accuracy is of paramount importance.
- Answers inquiries from various entities concerning court and investigational matters based on straight forward, factual knowledge.
- Collects fees for collision reports, fingerprinting, and Criminal Record Checks(CRCs), photographs and processes same through detachment ledgers.
- Processes CRCs, conducting all necessary database inquiries, including CPIC and PROS and prepares appropriate response for dissemination to clients.
- Operates radio equipment, maintains information on radio communications, and relays dispatch and emergency information to police officers.
- Provides general administrative support services such as filing, processing mail, and compiling and processing various administrative and operational month end returns.
- Actively participate in the Town of Vegreville Safety Program.
- Assumes other duties as assigned.



EDUCATION & KEY COMPETENCIES

- Minimum Grade 12 education with post-secondary business courses, or related experience.
- Successful enhanced RCMP security clearance.
- Excellent computer skills to operate various word processing and records management systems.
- Ability to work with little supervision and perform tasks competently and accurately in emergency situations, in an often chaotic open office environment.
- Ability to communicate effectively and to get along well with co-workers under often stressful conditions.
- Ability and skill to extract critical information from the complainants and callers, provide clear instruction when required, and if necessary, keep the caller on the line until an officer can attend the scene.
- Ability to remain calm in stressful situations. RCMP Clerks are a vital link of communication between RCMP members and the general public during emergency situations. This role is critical to the safety of those involved.
- Knowledge of relevant portions of the Access to Information and Privacy legislation.
- Willing to travel to complete RCMP required training.

Application deadline is Friday, July 31, 2025. Qualified candidates are encouraged to submit a cover letter and resume to employment@vegreville.com

Thank you to all that apply. Only those selected for an interview will be contacted.

