



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

JOB TITLE: RCMP ADMINISTRATIVE FLOATER **SCHEDULE:** C
DIVISION: POLICE SUPPORT SERVICES **PAYGRADE:** 1
DEPARTMENT: PUBLIC SAFETY

JOB SUMMARY:

Providing clerical and administrative services as part of the Police Support Services Division, employees in the Floater positions fill in for incumbents in a variety of administrative roles at the RCMP Detachment. Responsibilities include reception, answering inquiries both in person and via telephone, data entry, transcribing, preparing correspondence, processing a variety of forms, filing, and basic accounting.

Through the course of his/her duties, the incumbent will be exposed to extremely graphic and disturbing information. The environment and tasks can change continuously, requiring a high degree of speed, accuracy and adaptability. Attention to detail and a strong focus is necessary for times when the work is routine and repetitive. Performs related duties as required.

MAJOR RESPONSIBILITIES:

Provides assistance in Police Support Services by:

- receiving in-person and telephone inquiries, receiving requests from the public and City employees;
- responding to or re-directing the inquiries and requests as appropriate; and
- transcribing oral statements made to the RCMP;
- filing;
- performing data entry in a variety of computer programs;
- typing and preparing correspondence;
- preparing a variety of documents;
- collecting and distributing mail, fax transmissions, emails, letters, etc.;
- handling and recording police exhibits

RCMP ADMINISTRATIVE FLOATER

Page 2

QUALIFICATIONS:

Education: High school graduation, supplemented by a post-secondary vocational or college course in business, office administration or other relevant field.

Experience: Minimum two years of experience in an administrative position.

Knowledge and Skills: Typing speed of 45 wpm. Considerable knowledge of office systems and administrative procedures. Considerable skill, attention to detail, and accuracy with data entry tasks. Ability to proofread documents. Demonstrated commitment to customer service. Ability to appropriately direct customer concerns to facilitate problem resolution. Excellent interpersonal skills for providing information and service to the public, internal and external customers and co-workers. Ability to work within a proactive team environment. Excellent verbal and written communication skills. Good organizational skills to manage simultaneous completion of a number of varied tasks. Ability to effectively adapt to a changing work environment. Ability to handle constant exposure to extremely graphic and disturbing information. Ability to effectively respond to a high volume of work. Demonstrated commitment to maintaining a high level of confidentiality. Ability to operate a multi-line telephone. Knowledge of and demonstrated skills in using computer applications pertaining to the work. Advanced word processing skills, intermediate level skill with spreadsheets. Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License: No.
Vehicle Usage: No.
Police Information Check: Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Reliability Status.

Prepared by: Bourret
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Revised by: Sandra Caffrey