



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

<u>JOB TITLE:</u>	CPIC OPERATOR	<u>SCHEDULE:</u>	B
<u>DIVISION:</u>	POLICE SUPPORT SERVICES	<u>PAYGRADE:</u>	6
<u>DEPARTMENT:</u>	PUBLIC SAFETY		

JOB SUMMARY:

Responsible to provide administrative and operational support to the Detachment, which includes CPIC records management, data entry and quality control of the CPIC System. The incumbent makes enquiries; runs criminal records checks; and adds, modifies and removes information held on the system. The position demands a good working knowledge of both CPIC and the Police Records Information Management Environment (PRIME), as well as the Criminal Justice System (JUSTIN) and RCMP policies and regulations. The incumbent liaises with other police and outside agencies to answer inquiries. The work is routine and repetitive, and requires a significant level of speed and accuracy. Performs other related duties.

MAJOR RESPONSIBILITIES:

Under general supervision of the Head CPIC Operator:

Ensures CPIC information is kept current by:

- determining required information from files and inputting data, locating and removing files related to missing persons, warrants, charged, prohibited, persons on probation, refused, special interest police, surveillance person, property, vehicles, license plates, valtags, boats, and boat motors;
- reviewing all outgoing CPIC entries for accuracy;
- canceling warrants from court registry for outside agencies;
- checking message received and forwarding to appropriate people;
- dealing with court dates on dispositions, probations and undertakings;
- composes and sends narrative messages;
- filing incoming and outgoing messages;
- performing a variety of inquiries as required;
- conducting authorized off-line searches; and
- forwarding copies of CPIC entries and warrants to investigating officer as required.

Provides clerical assistance by:

- receiving, filing and retrieving various documents such as warrants, probations, prohibitions and undertakings received from Court Liaison;
- retrieving and charging investigative files;
- processing queries and person forms; and

- responding to inquiries from internal and external customers.

QUALIFICATIONS:

Education: High school graduation.

Experience: One year of general office experience.

Knowledge and Skills: Good knowledge of law enforcement and criminal justice procedures and related documents. Knowledge of the Criminal Code, Federal and Provincial Statutes. Ability to communicate effectively, both orally and in writing. Sound knowledge of clerical and record keeping methods and procedures. Well-developed business English, spelling, punctuation and arithmetic skills. Ability to maintain confidentiality. Ability to develop and use collaborative relationships to facilitate the accomplishment of work goals including working with outside agencies to provide routine information and assistance. Ability to manage one's time and resources to ensure work is completed efficiently and work with minimal supervision. Ability to type accurately at 50 wpm. Considerable skill with data entry tasks. Knowledge of and demonstrated skill in using computer applications pertaining to the work. Ability to make numerous, repetitive entries with a high degree of accuracy. Ability to proofread documents. Demonstrated attention to detail. Ability to understand and follow procedures contained in CPIC manuals. Demonstrated commitment to customer service. Ability to work within a proactive team environment. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees and RCMP members. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Knowledge of WorkSafe BC 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 Drivers license:	No
Vehicle Usage:	No
Criminal Record Check:	Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Enhanced Reliability Status.

Prepared by: Ken Corrigan, Rae-Ann Emery
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Revised by: D. Cooper/L. Hemsall