

PORT HOPE POLICE SERVICE



Job Description

Position Title:	General Clerk	Reports to:	Director of Finance & HR
Current Schedule:	Full-Time, Permanent	Association:	Port Hope Police Association – Civilian Employees

POSITION SUMMARY

The General Clerk is responsible to perform Police Records checks for nation-wide clients and the public.

MAJOR RESPONSIBILITIES

1. Communicate directly with the public or clients through online portal, emails, front counter and phone inquiries, regarding records check requests, ensuring request forms have been properly completed and signed.
2. Perform and prepare Police Records Check (PRC) for various clients and members of the public ensuring all pertinent checks are made with CPIC and other government agencies and databases to obtain information. Ensure output is a correct match to the individual request; prepare and release PRC forms. May follow up with client to request additional information to support accurate matching.
3. Receiving front counter enquiries/general requests, determining nature of request and referring to appropriate staff for response/action.
4. Perform fingerprinting for vulnerable sector clearance; access Canadian Police Information Centre (CPIC) and request disposition information for the completion of tasks.
5. Process all fees / debit card payments for PRC requests and issues receipts.
6. Update Niche reporting system from Officer's notes for non-reportable calls; ensuring call stats are maintained.
7. Answer main phone line for the Port Hope Police Service and direct calls internally.

KNOWLEDGE, SKILLS AND ABILITIES

- Successful completion of high school diploma.
- Successful completion of diploma in a related field, law and security, privacy
- Comprehensive knowledge of police service databases including CPIC, PIP and Niche
- Demonstrated computer proficiency including a solid working knowledge of Microsoft Word, Excel, Outlook and Adobe Acrobat.
- Ability to accurately enter data, detail oriented.
- Ability to work with others in a team and have good interpersonal skills.
- Ability to take direction from for supervisors and work with minimal supervision.
- Organizational skills and effective time management skills.
- Verbal communication skills to engage new prospects, respond to client enquires, complaints, including courtesy, tact, and discretion.

- Written communication skills including grammar/spelling skills for proofreading, editing, and writing of basic reports/correspondence.

WORKING CONDITIONS

- Office work environment with the majority of work completed at a desk with a computer.
- The position requires front counter work to interact with the public.
- Candidate must be available to work morning, afternoon, and evening shifts.
- Willingness to swear or affirm to an Oath of Secrecy and maintain confidentiality.

SUPERVISORY ACCOUNTABILITY

- N/A

Compensation

- Full-time, permanent employment, 35 hours per week
- Hourly rate: \$25.87 to \$28.27, per the 2021 – 2024 Civilian Collective Agreement
- Employer paid Group Health, Dental and Life Insurance after three months of employment
- OMERS Pension Plan from the date of hire
- Employee and Family Assistance Plan

Submit an Application

Please submit your cover letter and resume to hr@phps.on.ca by Sunday January 5, 2025 at 11:59pm. **In the subject line of your email, please specify whether you are applying for the full-time, permanent or casual General Clerk position.**

Recruitment Process

The Port Hope Police Service is a progressive employer who believes a diverse and inclusive workplace strengthens the team and fosters an environment where everyone feels as though they belong and their dignity, beliefs and identity are respected.

We are committed to creating and sustaining an environment that provides a supportive workplace and equal opportunity for all employees. Accommodations can be requested throughout the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.

Applications will be reviewed but only those candidates selected for an interview will be further contacted by Human Resources.

Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and the Municipal Act, as amended.