



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Central Records Clerk
BRANCH: Administrative Services
UNIT: Central Records
REPORTS TO: Central Records Supervisor
PAY SCALE: Level 5 to Level 8

CORE COMPETENCIES

The **Central Records Clerk** is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
Accountability and Excellence	<ul style="list-style-type: none">• Align behaviours to organizational and ethical values of trust, integrity, leadership, inclusivity, and collaboration.• Address others whose behaviours are contrary to TBPS values.• Demonstrate required level of job-related skill.• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.• Comply with all relevant codes of conduct, policies, and procedures.• Exercise self control, adaptability, and flexibility in stressful or difficult situations.• Accept responsibility for own actions regardless of consequences.• Respect the dignity, human rights, equity, diversity, and inclusion of others.

Competencies	Requirements
Decision Making	<ul style="list-style-type: none"> • Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly.
Interaction and Influence	<ul style="list-style-type: none"> • Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others.
Social & Cultural Competency	<ul style="list-style-type: none"> • Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnical, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnical, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnical, cultural, and social groups.

<p>Attention to Detail</p>	<ul style="list-style-type: none"> • Pay close attention to details that are important to make sure they are right. • Ensure accuracy and completeness of work. • Identify inconsistencies or discrepancies that indicate problems with quality of work. • Verify that work has been done according to applicable policies, procedures, and standards.
<p>Information Management</p>	<ul style="list-style-type: none"> • Use appropriate procedures to collect, organize, retrieve, maintain, and disseminate information. • Demonstrate awareness of key types and sources of information needed to perform duties. • Effectively uses technology and/or systems to manage information pertinent to the position. • Ensure appropriate security protection, storage, and maintenance of information. • Respect confidentiality of information. • Knowledge of computer applications pertinent to position.
<p>Planning and Organization</p>	<ul style="list-style-type: none"> • Effectively plan and organize work. • Identify importance of tasks and prioritize time accordingly to ensure completion of all tasks within timeframe. • Make effective use of available resources to meet work objectives. • Monitor the attainment of objectives and/or quality of the work completed.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The **Central Records Clerk** is responsible and accountable to the Central Records Manager for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Transcribes, enters, formats and/or links on the Records Management System (RMS) reports and data received by dictation system, hard copy (e.g. police reports, etc.) or other format.
- Classify minor incidents according to Statistics Canada and Thunder Bay Police policy.
- Process requests for motor vehicle accident statements and insurance reports pursuant to Law Enforcement and Records (Managers) Network (LEARN) guidelines and legislation.
- Queries C.P.I.C. to obtain information.

- Responds to internal and external telephone and counter inquiries and provides information by accessing various records (e.g. insurance companies, law firms, other police services, etc.)
- Types correspondence, prepares special projects, insurance queries, etc. for the Records Manager.
- Maintains, processes, and files records, forms, and lists (e.g. MVC, CD files, non-computerized reports, court requests, criminal records etc.).
- Applies retention bylaw including reviewing, indexing, transferring and destroying files.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Secondary School diploma.
- Minimum of six (6) months work-related experience in a Police or comparable environment dealing with highly confidential information.
- Demonstrated ability to communicate in a clear and concise manner, including the ability to address issues in a professional and courteous manner.
- Excellent written and verbal communication skills, with a knowledge of English grammar, structure, and spelling.
- Demonstrated knowledge of computers with a proficiency with Microsoft Windows.
- Proven ability for full keyboard operation with a minimum typing speed of 50 wpm.
- Proficient in the operation of office equipment such as multi-functional computer dispatching software, and multi-functional telephone set.
- Demonstrated ability to promote a positive work environment, creating open dialogue and is approachable.

WORKING CONDITIONS

- Required to work a 24/7 shift schedule consisting of a schedule of 2 days on, 2 nights on, 4 days off, to meet operational requirements of the unit.
- Frequent periods are spent standing or sitting in the same location with some opportunity to move about.
- Occasionally required to stoop or lift light material or equipment.
- Located in a comfortable indoor area. Conditions could produce mild discomfort such as moderate noise.
- Regular need to give close attention, either hearing or seeing, to what is happening.

- Work and environment are very repetitious/unchanging.
- There is noticeable pressure from deadlines, production quotas, accuracy, or similar demands.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- Timed keyboarding exercise
- NICHE RMS exercise
- Panel Interview

APPROVAL:

Prepared by: Charmaine Cimini, Records Manager #1042	Initial Date Created: July 14, 2021
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