



SQUAMISH

HARDWIRED *for* ADVENTURE

The District of Squamish is located in the unceded traditional territory of the Skwxwú7mesh Úxwumixw (Squamish Nation). We offer gratitude to the Skwxwú7mesh People who have lived on these lands since time immemorial.

External Job Posting

Position:	Front Counter Clerk
Status:	Temporary Full-Time
Work Area:	RCMP
Posting Date:	November 22, 2023
Closing Date:	Open until filled

GENERAL SUMMARY

Under the general supervision of the Administrative Supervisor, the Front Counter Clerk is responsible for providing a variety of administrative and clerical services to the general public and RCMP members at the Sea to Sky detachment.

Customer Service

- Contributes to the success of our team and creation of our community, by fostering the District of Squamish corporate values in their work: respect, integrity, connection, and progress.

Main Duties and Responsibilities

- Responds to internal and external inquiries over the phone, at the front counter, and in the office.
- Processes complaints from general public, determines the urgency and nature of the complaint; creates RCMP file if required; routes information to appropriate emergency department or individual for action.
- Checks and processes requests for motor vehicle accident reports for ICBC.
- Creates and reviews correspondence, spreadsheets and data tables
- Provides administrative support to the employee transfer process
- Transcribes statements for police files
- Assists external contractors and RCMP volunteers with FA2 clearance process and maintains tracking system
- Processes Police Information Check applications
- Performs and processes civilian fingerprints
- Receives payment for services provided at the detachment and coordinates cash deposits to the District of Squamish.
- Books multi-purpose rooms.
- Maintains office inventory and coordinates the detachment supply of orders
- Processes detachment mail and courier.
- Coordinates and provides escorting to outside contractors for the maintenance and repair of the detachment.
- Retrieves and actions messages via RCMP office voicemail
- Other duties as required

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal and communications skills
- Ability to plan, organize, and prioritize daily assignments
- Ability to work in a high-pressure environment, that requires excellent judgement and decisiveness
- Ability to maintain confidentiality.
- Understanding of Federal, Provincial, and Municipal legislation as it applies to RCMP operations.
- Excellent command of verbal and written English.
- Possesses a minimum typing speed of 50 wpm and very strong computer skills including Microsoft Office, and police programs ie: PRIME, CPIC, Intellibook/Intelliscreen and JUSTIN.
- Ability to operate office equipment and a multi-line switchboard with paging system.

REQUIRED TRAINING, EDUCATION AND EXPERIENCE

- RCMP RRS Security Clearance



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- Grade 12
- AND**
- Minimum 2 years' experience in a similar role
- OR**
- An equivalent combination of education, training and experience

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

The District of Squamish may consider applicants who do not fulfil all requirements of the position if no fully qualified applicants apply.

Hours of Work: Monday to Friday, 70 hours biweekly. Current schedule, subject to change, are shifts between the hours of 7:00am to 5:00pm.

Salary: \$31.41 per hour

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

Direct Your Application (Quoting Competition #) To: #23-116

Human Resources
District of Squamish
37955 Second Avenue, P.O. Box 310
Squamish, B.C., V8B 0A3 E-mail: jobs@squamish.ca

As an equitable and inclusive employer, we value diversity of people to best represent the community we serve and provide excellent services to our citizens. We strive to attract and retain passionate and talented individuals of all backgrounds, demographics, and life experiences. If you require any adjustments to enable participation at any stage of the recruitment process, please contact in confidence AccessibilityHR@squamish.ca. We thank all applicants for applying.