

CIVILIAN POSITION DESCRIPTION

Title: Front Desk Clerk (Transcriptionist)
Division: Operations
Section: Front Desk/Records/Data Entry
Supervisor: IT Sergeant – Support Services
Date: July 2010

Position Objectives:

1. To provide front desk reception services.
2. To perform data entry from uniform members and from the computer voice storage system into the Belleville Police Service records management system.
3. To direct all inquiries to the appropriate department.
4. To provide support to the platoon on a 24 hour basis – 7 days per week.

Key Activities:

1. Providing front desk reception services.
2. Answering and directing calls and inquiries; directing individuals to the appropriate unit/division or staff member or referring them to the appropriate outside agency, taking and relaying messages.
3. Providing information and assistance to the public (in person and by telephone).

4. Assisting members of the public in filling in the forms for criminal records checks and freedom of information requests, verifying the identities of applicants, collecting the appropriate fees, issuing receipts and the turning over of completed applications to recipients.
5. Greeting and assisting visitors by signing them in to the visitor log and assigning them the appropriate visitor tag; checking identification and authorization; monitoring and controlling access to the secure areas of the station via the secure entrances off of the front lobby.
6. Directing of incoming hand-delivered mail and deliveries.
7. Providing officers on the road with fingerprint and court dates when required and filling in the appropriate information on the fingerprint sheet board.
8. Handing out of appropriate information pamphlets to the public and providing assistance if required.
9. Transcribing officers' reports and entering Motor Vehicle Collisions and Provincial Offence Notices into the Records Management System.
10. Classifying non-reportable and reportable incidents, "curing" all non-reportable reports.
11. Faxing and or e-mailing information requests and/or reports as requested and approved by the on-duty supervisor.
12. Processing Criminal Record Check requests (to be signed by Supervisor).
13. Searching CPIC and PARIS system for persons for Criminal Record Checks (to be vetted and signed by Supervisor).
14. Providing support to the Belleville Police Service members on the dictation procedures.

- 15.** Performing merges of addresses or persons in database as requested.
- 16.** Acting as Commissioner of Oaths as required, swearing affidavits for the issue and service of court documents and for video statements.
- 17.** Providing other clerical support when required.
- 18.** Performing other tasks or duties as requested by the supervisor and/or records supervisor.