



GREATER SUDBURY POLICE SERVICE

Invites applications for the position of

Customer Service Clerk

(Day and Afternoon Shifts)

Rates as per the Sudbury Police Civilian Association:

Training Wage- \$18.71

Year 1- \$22.01

Year 2- \$23.49

Year 3- \$24.49

Year 4- \$25.45

Year 5- \$29.42

The Customer Service Clerk serves as a liaison between the general public and police Records Branch by providing a customer service through telephone and office reception. In addition, operates the main Switchboard console, and processes documentation for various police related purposes.

Duties

Customer Service

- Exercise knowledge of services and costs offered through the service fee schedule.
- Exercise knowledge of Records Services, the Municipal Freedom of Information Act (MFIPPA), the Youth Criminal Justice Act, Service Policy, and general disclosure guidelines (LEARN).
- Use decision making and communication skills to effectively respond to general inquiries, requests for disclosure, police record checks, either in person or via telephone, in accordance with departmental policies and procedures.
- Process Record Suspension, Destruction of Fingerprint requests, Deceased Files, Trespass Notices, and Insurance Payouts/Requests for Restitution
- Mail distribution and delivery of mail to the City of Greater Sudbury
- Ensure cabinet containing various documents such as completed record checks and disclosure packages is locked at the end of the work day.
- Other duties as assigned.

Cash, Cheque & Interact

- Collect fee for services in accordance with the current fee schedule.
- Issue receipts for payment for every monetary transaction made.
- Regularly close Interact batches.
- Accept donations through Crime Stoppers.

Provincial Offence Notices

- Process 72 hour Notices, Provincial Offence Act tickets and By-law offence tickets as required.
- Maintain PON spreadsheet with daily stats
- Maintain the PON portal with PON ticket information
- Provide PON comparisons to divisional commanders

Record Checks

- Review and assist customers during the record check application process, and verifying identification and proof of a Sudbury address.
- Follow-up on applications received online regarding authentication and payment failures, and make arrangements for customer to attend Customer Service to provide payment and/or identification
- Conduct search of the Criminal Record Card Database
- Respond to inquiries regarding status of record check applications

Requests for Release of Information

- Remain knowledgeable and current on Service Policy in order to determine if a report is available for disclosure.

Switchboard Operation

- Provide Switchboard/Receptionist as required.
- Acquire and effectively apply knowledge of the internal paging system, Switchboard Telephone System, including phone extension numbers, organizational structure, in order to effectively deal with calls.
- Maintain knowledge of all departments within GSPS, as well as their members and functions
- Prepare daily schedule of officer and Community Safety Personnel (CSP) schedules for ease of reference
- Use reference material effectively.

Applicants must meet the following minimum requirements:

Qualifications:

- Successful completion of Secondary School (Grade 12) or equivalent.
- Experience in dealing with the public.
- Good knowledge of office procedures and routines required through related experience.
- Familiarity with Records Management Systems is considered an asset.
- Demonstrated knowledge and experience in Microsoft Office related software to an accomplished level, including Microsoft Word, Excel and Adobe Acrobat.
- Keyboarding to a minimum of 45 wpm.
- **Bilingualism (English/French) is required.**

Skills:

- Strong interpersonal, oral, and written communication skills.
- Demonstrated analytical thinking, observation and problem solving skills.
- Proven organizational, time-management, and motivational skills.
- Ability to work independently and collaboratively as part of a team.
- Ability to maintain accuracy with a large volume of work.
- Must be physically capable of lifting and carrying small amounts. Continuous sitting and standing for the duration of the shift is also required.

Appropriate accommodations will be provided upon request throughout the hiring process as required under the Greater Sudbury Police Services Employment Accommodation Policy and the Accessibility for Ontarians with Disabilities Act (AODA).

The selection process will reflect the dedication of the Greater Sudbury Police Service to the principles of Equal Opportunity.

We thank all Applicants; however only those selected for an interview will be contacted.

Please submit a cover letter and resume relating your knowledge, skills and experience to the qualifications listed in this posting. Completion of a Customer Service Application is required.

Submit applications by e-mail to GSPS.HR@gspss.ca or by mail to:

Greater Sudbury Police Service
Attention: Human Resources Branch
190 Brady St. Sudbury, Ontario P3E 1C7

Application Deadline:
Friday, January 22nd 2021 at 0800hrs