



Town of Rocky Mountain House
POSITION DESCRIPTION FOR:
RCMP Clerk

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| Department: | RCMP Clerk | Effective Date: | January 30, 2026 |
| Reports To: | Director of Corporate Services | | |

General Accountability:

Administrative and operational support services to police officers and other employees at the Rocky Mountain House Royal Canadian Mounted Police (RCMP) Detachment, and the provision of information and services to the general public.

Core Duties:

- Assess and respond to enquiries, complaints, and requests for information and services from the general public, e.g., joint police/community initiatives, legislation requirements,
- Review, develop, recommend and implement changes to internal procedures to enhance the delivery of administrative and operational support activities within a Detachment, provide advice and options to internal clients related to the application of administrative and operational policies and guidelines, and monitor compliance
- Compile statistics, develop narrative reports/documents, and act as information manager for the research, analysis, input, modification, manipulation, tracking, and deleting of information in a variety of automated systems such as CPIC, PIRS, PROS, PRIME, CJIM, JOIN, ORCA, and TEAM
- Provide a court liaison and administrative service for a detachment, i.e., research files and records, compile court briefs, transcribe statements, arrange court dates, communicate with legal professionals, create charge information for swearing, and may provide a Commissioner of Oaths and Affidavit of service
- Select and relay pertinent information from data banks and background from files to police officers using a police radio, and action requests for additional back-up and/or assistance
- Respond to emergency calls, record information on the details of the complaint, and notify/dispatch appropriate responder(s)
- Provide administrative support related to the receipt and distribution of mail; arranging courier services; the storage and safekeeping of exhibits/evidence (when assigned); transcribing correspondence; and assisting with ATIP requests
- Complete travel claims; verify supplier invoices and identify discrepancies, assign collator codes and process invoices in accordance with established procedures; prepare invoices and record monies received for services, e.g. fines, fingerprints; purchase and maintain office supplies and equipment, and arrange for repairs of equipment and facilities
- Perform other duties as assigned.

Support to others

- Works closely with other RCMP Detachment staff and provides assistance in a professional and respectful manner.

Health and Safety:

- Required to review the Town of Rocky Mountain House Health & Safety manual on a regular basis and adhere to the manual

Reports To:

- RCMP Supervisor
- Director of Corporate Services

Minimal Qualifications:

- Must possess High School Diploma
- Successful completion of 2 years secondary school or an acceptable combination of education, training and experience.
- Experience in the provision of administrative support services including 3 of the following: data entry, preparing correspondence, ordering office supplies, filing, or processing mail.
- Experience in using computer applications including 2 of the following: databases, email, spreadsheets or word processing.
- Experience in receiving and recording enquires or requests for assistance.
- Experience working in a law enforcement and/or legal environment.
- Exceptional customer service focus
- Teamwork and cooperation
- Strong communication
- Ability to set priorities and balance a number of projects at the same time
- Self-motivated requiring minimum amount of supervision
- Accurate and efficient in completion of duties
- Must be able to function effectively in a computerized environment with a broad base knowledge of computer applications
- Ability to comprehend and adhere to RCMP core values, policies, and procedures.

Guidance Received:

Directives, manuals, regulations, ordinances or other written guidelines used regularly by this position are provided on the RCMP InfoWeb and internal unit supplements.

Contacts:

RCMP Clerk will frequently have contact with the following;

- Members of the general public
- Internal clients such as clerical staff, guards, police offices & etc.
- Suppliers and Contractors
- Senior employees in other departments and other outside agencies such Department of National Defense, Correctional Services Canada, Department of Homeland Security, Interpol & etc.

Environment:

Features of work which create unusual demands or, which create physical and/or mental stress are;

- RCMP Clerk works closely with the RCMP Detachment staff & general public
- Work is to be completed in an efficient and accurate manner with emphasis on independent work habits and self-motivated initiative to learn and excel in all aspects
- Requires discretion and confidentiality in all matters Exposure to unsettling and/or graphic material

Physical Demands:

This position may include the following:

- Being seated for long periods of time
- Eye strain from extended computer work
- Bending & twisting motions
- Lifting up to 20 kg
- Exposure to loud noises, mechanical and verbal

CAO Approval:



Date: 02/02/26

SIGNATURES:

I have read and understand the contents contained within this job description. The supervisor of this position has informed me that this is a general description of the duties, responsibilities and qualifications for the position of RCMP Clerk. This description will form the basis for my classification level and the basis for my performance evaluation.

Employee Name: _____

Employees Signature: _____

Supervisor Signature: _____ Date: _____