POSITION DESCRIPTION

POSITION TITLE: Data Management - Customer Services Clerk

IMMEDIATE SUPERVISOR: Manager, Data Services

POSITION SUMMARY:

To process information, effectively and efficiently, into the various electronic and paper systems used by Guelph Police Services (GPS) for internal and external use. Awareness and application of appropriate guidelines, process, policies and legislation. To provide excellent customer service to all clients. Responsible for civilian fingerprinting services.

Provide customer service support for Guelph Police Service by-laws, policies and associated licences, reports and documents. Initiate and/or implement corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained. Coordinate the handling of difficult and/or unusual situations.

To provide relief and assistance to clerks in Data Services by providing coverage for annual leave periods, sick days and approved days off. Help to minimize the backlog of critical daily work in these areas through the provision of consistent and efficient service to members and the public.

MAJOR RESPONSIBILITIES:

Customer Service:

Provide accurate, professional and timely customer service to GPS members, public and any associated organization regarding any form of information requests, form in-take, documentation completion, and fee processing. Produce required documents within mandated timelines.

Listen and engage with clients to ensure requests are handled professionally. Communicate via email, telephone or in person, respectfully and professionally with all customers both internally and externally. Maintain scheduling, website and all other forms of external communication regarding customer service delivery.

Ensure awareness and proper application of appropriate provincial and federal legislation, guidelines and internal policies such as MFIPPA, OACP approved guidelines and best practices. Complete release of information according to GPS and best practices, policies, processes, guidelines and appropriate legislation.

Scheduling and taking of fingerprints for various reasons.

Highlighted Competencies: Customer Service, Communication, Interpersonal Skills, Job Knowledge, Attention to Detail, Productivity, Computer/Technical Skills; Continuous Improvement
**Information Management:**

Process data, completely and accurately, adhering to applicable procedures, guidelines, polices and legislation, for all areas of Guelph Police Service. Add, modify and remove information in any record management software or other applicable system. Notify, distribute, track and communicate with internal and external members and clients to ensure information is processed in an accurate and timely fashion.

Conduct requests for information using all police computer networks and systems such as, but not limited to, Police Regionalized Information Data Entry (PRIDE), Records Management System (RMS), the Policing information Portal (PIP), the Canadian Police Information Centre (CPIC) system, Criminal Name Index (CNI) Reports and the Ministry of Transportation Ontario Police Automated Information System (PARIS).

Maintain confidence and protect operations by keeping information confidential.

Schedule and perform fingerprinting using ink and electronic capture systems for individuals applying for: foreign travel, passports, work permits, VISAs and waivers, child adoption, background checks, security clearance, citizenship, permanent resident and immigration checks, vulnerable sector, etc. Process all applications as required by Human Resource Services. Develop and maintain system as per appropriate Bylaws and Service policies.

*Highlighted Competencies:* Customer Service, Communication, Interpersonal Skills, Job Knowledge, Attention to Detail, Productivity, Computer/Technical Skills; Continuous Improvement

**Other:**

Commit to continuous improvement by learning new processes and systems.

Provide coverage for staff vacancies including lunches, illness, and annual leave.

Provide coverage and assistance for financial processing as requested.

Perform other duties as requested.

**JOB COMPETENCIES:**

- Job Knowledge
- Productivity
- Computer/Technical Skills
- Customer Service (Internal & External)
- Teamwork
- Continuous Improvement
QUALIFICATIONS:

- Secondary school graduation diploma or equivalent
- Legal and criminology courses would be considered a benefit
- 1 to 2 years experience in a related office administration position
- Proficient in the use of office technology including but not exclusive: local record management system, Microsoft software
- Strong oral communication skills
- Strong interpersonal, organizational and time management skills
- Excellent records management skills
- Excellent problem-solving and customer service skills
- Proven ability to interact and transfer information to service members and the public
- Ability to work in a fast-paced, changing environment involving sensitive material and multiple demands
- Ability to participate as an effective team member and to support and project values compatible with the organization
- Must comply with the Oath of Secrecy and keep all information confidential

WORKING ENVIRONMENT:

- Climate controlled office
- Extensive sitting, listening and mental concentration
- Frequent interruptions
- Extensive digital dexterity for computer work
- Some lifting (approximate maximum of 20 lbs.)
- Hours of work vary and may require some extended shifts to meet multiple deadlines

To apply: mail or e-mail your resume by 4:00 pm on Tuesday, June 30, 2020 to:

Guelph Police Service
Human Resource Services Division
15 Wyndham St S, Guelph, Ontario, N1H 4C6
Email – careers@guelphpolice.ca