

CIVILIAN JOB DESCRIPTION

Position Title: Office Assistant/FOI

Number of Positions: 1

Location: Cochrane, ON

PURPOSE:

To provide clerical, administration and reception services ensuring the efficient daily operation of the office while operating within standard operating policies, procedures and practices.

KEY RESPONSIBILITIES:

1. Greeting visitors/answering telephone, taking messages, transferring calls or responding to routine questions with information based on own knowledge and detachment procedures. Respond to email inquiries and send out information.
2. Performing miscellaneous clerical duties, including picking-up, opening and distributing incoming mail; preparing outgoing mail, e.g., bill of lading for courier mail; receive and distribute all incoming and outgoing faxes.
3. Receive criminal record check requests from the public and complete checks from the detachments. Create a Police Occurrence on NICHE or confirm/edit the officer's occurrence. Perform a background inquiry on Enterpol, NICHE and CPIC. Contact other police services and compile the information for release adhering to the OACP Release of Police Information Guidelines. Compile and complete Fingerprint Submission to the RCMP using the Electronic Card Scan for Criminal Record Checks that require fingerprints to be submitted to the National Criminal Fingerprint Repository. Receive Certified Criminal Record from RCMP and prepare a letter for release in conjunction with RCMP documentation. Perform local police checks for other police services as requested on CPIC, Enterpol and NICHE.
4. Facilitate all FOI requests. Compile all the information and collect the fees, perform inquiries on CPIC, NICHE and Enterpol. Compile the information following the OACP Release of Police Information Guidelines and well as the Freedom of Information Privacy and Protection Act and Criminal Records Act, etc. Request/compile Third Party consents. Prepare a letter for release with the attached request redacted information. Release requested Police Occurrence Reports to various agencies.
5. Perform local police checks for other police services as requested on CPIC, Enterpol and NICHE.
6. Maintain appropriate stock levels and place re-orders for office, cleaning and kitchen supplies. Distribute supply requests to detachments; purchase approved supplies and forward as required. Complete purchase orders as required.
7. Deposit cash receipts and maintain deposit records. Maintain petty cash and receipts.
8. Commission Court documents for Court Officer and other officers as requested.
9. Fill in for the Office Administrator in her absence.
10. Performs other duties, as assigned.

Staffing and Licensing Requirements:

Typing at 40 w.p.m.

Hold (or ability to obtain) a Commissioner licence for commissioning court documents.

Attend FOI training when requested.

Ability to pass a NAPS background security check.

COMPENSABLE FACTORS

KNOWLEDGE:

Job requires knowledge of office procedures, instructions, and relevant reference materials, e.g., telephone directories or lists, staff lists and locations, mailing lists, as well as knowledge of the office organization and functions, in order to answer the telephone, direct callers and assist with various clerical tasks. Job requires knowledge of operating features of word processing equipment.

Job requires knowledge of Enterpol, NICHE and CPIC, policies and procedures.

Job requires knowledge of the Freedom of Information guidelines.

Knowledge of and skills in personal computer operation and specialized programs to create and modify entries, cross-reference and conduct searches. Knowledge of the operation of office equipment such as telephones, photocopier and facsimile to photocopy material and transmit correspondence

INTERPERSONAL AND COMMUNICATION SKILLS:

Position requires oral communication skills and courtesy to answer telephones, and to greet visitors both internal & external to NAPS; to transfer calls to appropriate staff, to deal with outside agency staff. Job requires skills to perform reception duties with callers and to provide factual information or redirect calls. Job requires interpersonal skills to deal with callers who may be irate or distressed in a courteous manner.

PROBLEM SOLVING/COMPLEXITY:

Position requires reasoning skills to determine what matters should be given priority when performing a variety of different tasks with conflicting deadlines and to prioritize work based on knowledge of subject matter or by discussing with principals. Job requires referring matters not covered by established procedures to supervisor.

JUDGEMENT AND DISCRETION:

Position requires working under general supervision and in accordance with established procedures and methods. Position requires determining the best layout or presentation format when typing letters, reports, charts. Job requires judgement in performing such duties as directing calls to staff at meetings or calls of non-routine nature and answering general enquiries. Position requires determining what information is confidential and whether or not it should be divulged when responding to inquiries. Position requires review by principals for grammatical and typographical accuracy.

RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:

There is no formal responsibility for the work of other employees.

PHYSICAL AND SENSORY DEMANDS:**Physical Demands**

While not necessarily confined, this position requires sitting at a computer terminal for long periods of time while operating a keyboard and mouse to type and proofread memos and correspondence or to enter data.

Occasionally required to lift and move boxes.

Sensory Demands

Visual strain associated with viewing a computer screen for long periods of time while preparing documents and keying information as well as proofreading documents for accuracy.

Auditory attentiveness is required while responding to telephone and walk-in inquiries, and making meeting and travel arrangements.

Some documents are time sensitive requiring strict adherence to prescribed deadlines. Work interruptions are occasional while switching between typing and data entry to photocopying and handling telephone and walk-in enquiries.

WORKING CONDITIONS:

This position operates in a standard office environment.