

Clerical Front Desk Attendant (CFDA)

Brandon Police Service

More than one position may be filled from this competition

Competition # 39

Please apply with a cover letter and resume online at: <https://jobbank.brandon.ca/>

Position Conditions: Hours of work vary in accordance with the collective agreement and do include 12-hour shifts providing coverage for 24 hours per day, 7 days per week. This opportunity is open to all applicants; however, first consideration may be given to current BPA members. The City of Brandon reserves the right to underfill this position.

Rate of Pay: \$27.02 - \$32.47 per hour – 2025 rates

Closing Date: 11:59pm on January 10, 2025

The selection process for this competition will include testing and an interview.

PURPOSE OF POSITION

The Clerical Front Desk Attendant receives calls and provides services to visitors at the Police Station. The incumbent also performs clerical and other duties as required, including data entry and completing and distributing reports.

TYPICAL DUTIES AND RESPONSIBILITIES

- Receive telephone calls and greet visitors to the Police Service, ascertain their needs and direct them to the appropriate person(s), Section(s), Unit(s), or provide information in areas in which authority to do so has been granted.
- Complete and distribute Police Service CAD Reports.
- Perform receptionist duties.
- Retrieve information from the police systems as required.
- Provide information, pamphlets and forms to the public as required.
- Promote the Police Service in a positive manner.
- Promote the Police Service's Mission, Vision and Core Values.
- Perform clerical duties as assigned or required.
- Provide clerical support for data input to the Police Services Record Management System, including CON's (Common Offence Notices), TAR's (Traffic Accident Reports), PROS (Police Records Management System), maintaining files (including tracking, pulling and destruction).
- Manages work flow of files including type report, mostly from dictation, set up file, scan documents as required, and continue the report flow process.
- Provide general clerical support to Crime, Patrol and Support services, ensuring accuracy, timeliness and effective prioritization.
- Responsible for timely completion of CPIC entries.
- Documents both incoming and outgoing correspondence and deliveries, and distributes appropriately.
- Ensures adequate supplies of forms and documents for patrol members and organizes storage room.

- Responsible for timely completion of CON's and Traffic Accident Reports.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

EDUCATION

- Grade 12, G.E.D., or Mature High School Diploma (mandatory).
- Post-secondary certification in office or business administration or related field (preferred).
- Must attain and maintain certification in police related systems as required.

QUALIFICATIONS

- Keyboarding speed of 40 w.p.m;
- Proficient use and care of computer and other office equipment, operating systems, word processing and database software;
- Ability to operate a multi-line switchboard;
- Ability to deal with stressful situations common to the Police Service;
- Ability to communicate effectively with others and to answer enquiries with accuracy, courtesy, tact, discretion and provide good customer service;
- Ability to speak in a clear, audible voice;
- Ability to demonstrate an extensive knowledge of city geography;
- Ability to exercise initiative to work with minimal supervision.

EXPERIENCE

- Sufficient work experience to demonstrate ability to effectively perform the office, computer, and customer service responsibilities of the position.
- Dictaphone experience would be an asset.

WORK CONDITIONS

The Clerical FDA works independently and as part of a team providing support to a variety of people.

- Wide variety of tasks requiring ability to manage multiple unrelated projects and make independent decisions (daily)
- Hours of work vary in accordance with the collective agreement and do include evening and weekend shifts.
- Part-time Clerical FDAs must be available to work one shift per week.
- Self-motivated and quality driven to perform independent projects (daily)
- Work in a shared and consultative manner with other employees (daily)

CONDITIONS OF EMPLOYMENT

- Must pass police security clearance (background and criminal records checks);
- Must maintain confidentiality standards in accordance with the Police Service Oath, Freedom of Information and Protection of Privacy Act and Personal Health Information Act.

Please contact HR@brandon.ca for a complete job description

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!