

## **Clerical Front Desk Attendant (CFDA)**

### **Brandon Police Service – Support**

**\*More than one position may be filled from this competition\***

**\*Full-time permanent and full-time term positions available\***

#### **Competition #116**

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 July 10, 2025.

This competition will include testing and an interview.

#### **PURPOSE OF POSITION**

In accordance with the Delegation of Authority screens requests and calls for service by phone or in person and disseminates information to employers and the public while working toward the goals and objectives of the Brandon Police Service to meet the Mission of the City of Brandon.

Shall, in the performance of duties, respect and protect human dignity and maintain and uphold the human rights of all persons.

In addition shall, in performance of duties, ensure that health and safety programs are applied in accordance with City of Brandon policies and shall be responsible for adherence to generally accepted safe work practices within their work area.

#### **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.

## **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)

Please contact [HR@brandon.ca](mailto: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!*