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Position:	Office Clerk III – Front Counter (2 positions)	Date of Posting:	2026-01-28
Department:	RCMP	Closing Date:	2026-02-11
Reports to:	Records Supervisor	File No.:	1-2026, 2-2026
Job Type:	Casual	Type:	CUPE Local 105
Salary Range:	\$37.90		

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*The City of Prince Rupert respectfully acknowledges that we live and work on the traditional and unceded territories of the Ts'msyen and Sm'algyax-speaking peoples. We offer gratitude to the people who have lived on these lands since time immemorial.*

*As an equitable and inclusive employer, we value diversity of people to best represent the community we serve and provide excellent services to our citizens. We strive to attract and retain passionate and talented individuals of all backgrounds, demographics, and life experiences. If you require any adjustments to enable participation at any stage of the recruitment process, please contact Antonio Vera, Senior Human Resources Manager at (250)627-2898 or via email at [HR@princerupert.ca](mailto:HR@princerupert.ca).*

The City of Prince Rupert provides services to over 12,000 residents and hundreds of businesses and industries. Nestled against the stunning backdrop of the Pacific Northwest, Prince Rupert, BC, offers a unique blend of natural beauty, rich cultural heritage, and a welcoming community spirit. As you embark on your professional journey in this coastal gem, you will find a workplace environment that mirrors the city's picturesque landscapes – dynamic, invigorating, and full of potential.

**Let your skills and talent grow alongside us as we reshape our city's future!**

The City of Prince Rupert is looking for a dynamic and dedicated individual to join our team as an Office Clerk III at the RCMP detachment. Your contribution to the administrative and clerical support team will ensure exceptional service to our community and outstanding service to both internal and external partners. Your collaboration and critical thinking will play a vital part in the overall functioning of the detachment and your ability to work independently while prioritizing tasks in a multi-faceted environment will be essential to the efficiency and effectiveness of operations.

**Employment will be contingent upon obtaining and maintaining a RCMP Enhanced Reliability Security Clearance.**



## DUTIES & RESPONSIBILITIES

- Respond to non-emergency telephone complaints and inquiries from the general public, external partners and agencies, on a multi-line phone system.
- Manage and process non-emergency public front counter complaints and inquiries.
- Maintain radio contact with police, providing pertinent and relevant information in support of police and public safety.
- Generate files for dispatch to RCMP members using the Police Records Information Management Environment (PRIME) database.
- Perform a variety of administrative and clerical duties under the supervision of the Records Supervisor, including but not limited to drafting correspondence, gathering statistical data, maintain reporting logs and detachment lists.
- Process civil fingerprints according to guidelines and policies, on a rotational basis.
- Receive and record found property from the public at the front counter.
- Receive monies from the public and issue receipts.
- Receive, process, and distribute incoming mail and courier packages.
- Process and respond to basic disclosure requests from external partners, outside agencies, and the public.
- Provide administrative and operational support to the detachment, ensuring duties are performed in accordance with RCMP policies and procedures.
- Monitor the CPIC V-Mail system on a rational basis, including any related maintenance and validations.
- Transcribe digitally recorded statements which can be disturbing in nature, using applicable software.
- Participate in training sessions as determined by the Office Manager and overseen by the Records Supervisor.
- Other related duties as assigned.

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## EDUCATION & QUALIFICATIONS

To be considered for the position you must meet the following education and qualification requirements as outlined below:

### REQUIRED EDUCATION & EXPERIENCE:

- Completion of Grade 12 or GED (General Education Development).
- Minimum three years of office administration experience, preferably in a law enforcement environment.



- Completion of a post-secondary certificate, or current enrollment and active pursuit of a certificate or diploma in a relevant field of study, i.e.: office administration, customer service or related.
- Alternatively, candidates with a combination of work experience in a law enforcement environment and relevant post-secondary education courses may be considered.
- Be a Canadian Citizen or have Permanent Residence status in Canada.
- Obtain and maintain a RCMP Enhanced Security Clearance.

#### REQUIRED KNOWLEDGE, SKILLS & ABILITY:

- Exceptional knowledge of Microsoft Office Suite with a minimum typing speed of 50 wpm.
- Excellent command of verbal and written English.
- Ability to address shifting work priorities with strong time management and organizational skills.
- Ability to manage concerns, questions, or issues both verbally and in writing, with respect and professionalism.
- Ability to work independently and within a team environment, showing initiative and being action oriented.
- Ability to interpret, apply and follow complex legislation and policy, including oral and written instructions.
- Ability to manage exposure to graphic and disturbing information and visual materials.
- Maintain current knowledge of department and RCMP practices and procedures.
- Ability and willingness to contribute to support a respectful, safe, and support work environment that embraces diversity, dignity, and fairness.

*\* The above statement is a general description of the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

#### WORKING CONDITIONS

##### OFFICE ENVIRONMENT

- Work is performed exclusively indoors in a climate-controlled office setting within a police detachment.
- The environment is structured and subject to strict protocols including controlled access.
- Involves prolonged periods of sitting and extensive computer use for data entry, retrieval, and management.
- Regular use of standard office equipment such as computers, printers, photocopiers, scanners, and telephones.



- May involve working with both digital and physical records, requiring organization and careful handling of files

#### INFORMATION SENSITIVITY & CONFIDENTIALITY

- Constant exposure to extremely sensitive and confidential information.
- A high degree of discretion, integrity, and adherence to privacy legislation and departmental policies is mandatory.

#### PHYSICAL DEMANDS

- The role is primarily sedentary.
- May involve occasional light physical effort, such as lifting boxes (up to 20 lbs).
- Sustained visual attention is needed for reading documents, data entry, monitoring computer screens.

#### MENTAL & PSYCHOLOGICAL DEMANDS

- Requires an elevated level of accuracy, precision, and meticulous attention to detail.
- Ability to manage multiple tasks or requests simultaneously.
- Must be able to work effectively under pressure and maintain composure.
- Ability to work both independently with minimal supervision and collaboratively as part of a team.

#### SECURITY

- A condition of employment is the successful issuance and maintenance of an RCMP Enhanced Reliability Security Clearance.
- Strict adherence to all security protocols and procedures is essential.

#### OTHER IMPORTANT INFORMATION:

- If you are not a local applicant, you must be prepared to relocate to Prince Rupert, BC before starting work.
- This is a casual position, and applicants must be able to demonstrate they meet the City of Prince Rupert's eligibility requirements as outlined on our website:  
**<https://www.princerupert.ca/city-hall/careers-volunteering/job-postings>**  
***Eligibility.***



## **APPLICATION SUBMISSION REQUIREMENTS**

**Please submit your resumè and cover letter (.pdf format only) to:**

Leann Wheeler, Office Manager – RCMP Detachment

Email: [leann.wheeler@rcmp-grc.gc.ca](mailto:leann.wheeler@rcmp-grc.gc.ca)

Subject Header: Casual Front Counter Position

Mail: 145 Market Place, Prince Rupert, BC, V9J 1B7

We thank all applicants for their interest in this position, however only those applicants selected for an interview will be contacted.