
Position:	Office Clerk III – Front Counter	File No.	2026-8 / 2026-9
Department:	RCMP	Date of Posting:	2026-08-21
Hourly Rate:	\$37.90	Closing Date:	2026-09-04
Job Type:	Casual (On Call) – Monday to Friday	Employment Type:	CUPE Local 105

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.

Why work for the City of Prince Rupert?

The City delivers the essential services that keeps our community moving and supporting residents, local businesses, and industry every single day. Working here means more than just doing a job; it's about serving the community you call home, building meaningful relationships, and seeing the real impact of your work firsthand. We are deeply committed to fostering a respectful, inclusive, and supportive workplace where diverse perspectives, lived experiences, and local knowledge are not only welcomed, but truly valued. We encourage applications from individuals who share our commitment to public service and who want to help build a community where everyone feels they belong.

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

Who you are...

A dynamic and dedicated professional who thrives in a fast-paced, service-oriented environment. You bring strong administrative expertise and a commitment to supporting both operational excellence and community service within the RCMP detachment. Your collaborative approach, sound judgment, and critical thinking enable you to contribute meaningfully to a cohesive team, while your ability to work independently, manage competing priorities, and maintain accuracy ensures the smooth and effective functioning of daily operations.

What you'll do...

- 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 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.

What you bring...

- Completion of Grade 12 or GED (General Education Development).
- Minimum 3 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.
- Canadian Citizenship or Permanent Resident status in Canada.
- Ability to obtain and maintain an RCMP Enhanced Reliability Security Clearance.
- 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.
- Ability to work independently and within a team environment, showing initiative and being action oriented.
- Ability to interpret 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.

Work Environment

- Work is performed indoors in a climate-controlled office environment within a police detachment.
- The workplace is structured and operates under established policies, procedures, and security protocols, including controlled access.
- The position requires prolonged periods of sitting and extensive use of computers for data entry, retrieval, and records management.
- Regular operation of standard office equipment is required, including computers, printers, photocopiers, scanners, and telephones.
- Duties include the handling, organization, and maintenance of both electronic and physical records.

Confidentiality & Information Sensitivity

- The position involves ongoing access to highly sensitive and confidential information.
- Strict adherence to privacy legislation, departmental policies, and security protocols is required.
- A high level of discretion, professionalism, and integrity must be maintained at all times.
- Exposure to graphic, disturbing, or emotionally challenging information may occur in the course of duties.

Travel Requirements

- Occasional travel may be required to attend training, meetings, or seminars.



Physical Requirements

- The role is primarily sedentary and involves significant keyboarding and computer work.
- Requires manual dexterity for the operation of office equipment.
- May involve occasional light physical effort, including lifting and carrying files, office supplies, and packages (approximately 10–20 lbs).
- Requires sustained visual concentration for document review, data entry, and screen-based work.

Cognitive & Psychological Demands

- Requires a high level of accuracy, attention to detail, and precision in the processing and maintenance of records.
- Ability to maintain focus for extended periods and manage multiple tasks or requests, often within established timelines.
- Ability to work under pressure while maintaining professionalism and composure.
- Strong organizational and time management skills are required.
- Ability to work independently with minimal supervision, as well as collaboratively within a team environment.

Security Clearance & Protocols

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

Compensation & Benefits

This position offers a competitive hourly wage, however it does not qualify for dental or extended health benefits.

Other information that you should know

- This position 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>
- If you are not a local applicant, you must be prepared to relocate to Prince Rupert, BC before starting work.

Please submit your cover letter, CV or resume and copies of certifications **(in PDF formats)** to:

Leann Wheeler, Office Manager – RCMP Detachment

Email: leann.wheeler@rcmp-grc.gc.ca

Subject: File 2026-8/2026-9 – Casual Records Clerk

OR

Enclose your application documents in an envelope and drop off or mail to:

ATT: Leann Wheeler, Office Manager – RCMP Detachment

145 Market Place, Prince Rupert, B.C. V8J 1B7

If you require any adjustments to enable participation at any stage of the recruitment process, please contact the Human Resources Department at HR@princerupert.ca.

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