



Job Fact Sheet

This questionnaire asks you about your job – what you do. It is not concerned with your performance on the job. Please take time (we estimate about one hour) to complete it accurately. Attach extra pages or examples if necessary.

When you are finished, give it to your immediate supervisor. Your supervisor will review it with you. Each of you sign it when you are satisfied with it. Then return one legible copy as directed.

POSITION IDENTIFICATION		
Organization: City of Yorkton	Div./Dept.: Yorkton Municipal R.C.M.P. Detachment	
Name:	Position Title: Clerk Steno	
Title of Immediate Supervisor:	Position Number:	
Location: Yorkton, Saskatchewan	Date: October 9, 2007	
Approval Signatures:		
_____	_____	_____
Employee	Supervisor	Manager

<p>2. JOB DESCRIPTION</p> <p>Consider the major activities or responsibilities you undertake (usually 3 to 6 of them). Describe each of them, by a phrase, at the top of each box. Estimate (to the nearest 5%) the percentage of time per year you spend on each. Then describe each activity using details or examples.</p>
<p>Activity A: Provide information to the general public on federal and provincial statutes and municipal by-laws, as well as other matters for which the RCMP provides police services (complaints, missing persons, joint police / community initiatives, procedures for payment of fines, etc.) Prepares occurrence reports and records information provided by members of the public. Relays complaints and incidents requiring police action or investigation to police officers.</p>
<p>Activity B Performs court-related duties, including compilation of legal documents, copying of disclosure packages and court briefs. Recording dispositions received from Court, and relaying/receiving information of a non-investigative nature concerning court cases, remands and witnesses</p>
<p>Activity C: Enters, modifies, and deletes data in systems such as PIRS (Police Information Retrieval System) and CPIC (Canadian Police Information Centre); PROS (Police Records Organization System) verifies information and resolves errors; files documents on hard copy files. Queries systems and researches sources of data in order to provide information to police officers and compile forms and reports. Operate PIRS system which links all RCMP police offices across Canada. Operates PROS system which links all RCMP police offices across Canada. Operate CPIC computer linking all police offices across Canada and the continental USA</p>
<p>Activity D: Operates police radio equipment, maintains information on radio communication and relays emergency information to police officers</p>

Activity E: Answer inquiries from legal counsel, insurance adjusters, probation officers and city/municipal/regional administrators and local police department officers (i.e. concerning court and investigation matters based on straight forward factual knowledge, reference materials or by directing to appropriate source.)

Activity G: Holds Special Constable status and Commissionaire of Oaths

3. EDUCATION AND SPECIFIC TRAINING

(a) What should be the minimum schooling or formal training for a new person being hired into this job? Graduation from a recognized Secretarial College

(b) Is any Provincial or other vocational or professional certification or degree:

Mandatory

Preferred

Please specify:

(c) What special skills or training are needed to perform job or operate equipment? (Specify equipment operated).

Ability to operate Police Radio Equipment.

Thorough knowledge of computer based office management programs.

Through knowledge of R.C.M.P. Administrative systems.

Strong interpersonal skills.

Excellent oral/written communication skills.

Ability to work shift work

4. EXPERIENCE

How much total job experience is required for a new hire, with education as in #3, to be fully qualified for the position.

About: 1 month 3 months 6 months 1 year 2 years **XX**
3 years 5 years 7 years 10 years More

Specify number of years of supervisor experience that this includes.

5. INITIATIVE (INDEPENDENCE OF ACTION)

(a) List 3 decisions you make or duties you perform without reference to superiors or subsequent checks.

1. Requirement to take complainant information and complete the occurrence reports. It is necessary to confirm understanding to ensure that all pertinent information is captured.
2. Records information received from visitors and callers in emergency situations, and relays to police officers on patrol (callers may be emotionally distraught). Provide clear instruction when necessary and, in some cases, keep the caller on the line until a police officer can reach them.
3. Compiles and provide victim information to police officers in order for a proper response to take place. Answers enquiries from legal counsel, insurance adjusters, probation officers and city/municipal administrators and military and local police department officers concerning court and investigations matters based on straight forward factual knowledge.

(b) List 3 decisions on which you seek consultation with, or approval from a superior.

1. Must consult with the Shift Supervisor or Team Leader on confirmation of outstanding warrants and what action is required on outstanding warrants.
2. When obtaining a written statement from a victim or suspect a member is required to witness the statement.
3. Upon the completion of a Criminal Record Check, the letter must be forwarded to the NCO / Office Manager for signature.

(c) What guidelines, procedures, manuals, etc. are available to guide your decision-making actions?

- Operational Manual - R.C.M.P.
- Administrative Manual - R.C.M.P.
- Informatics Manual - R.C. M. P.
- PROS Manual - R.C.M.P.
- CPIC Manual - R.C.M.P.
- Policy and Procedure Manual - City of Yorkton

(d) State any financial responsibilities (and amounts) your job involves; eg. budget, sales, revenues.

Planning & Controlling: NONE

Acquiring Funds: Accepting and processing of bail money.

Spending Funds: NONE

6. IMPACT OF ERRORS

Describe 2 typical major errors that could reasonably be made in your job, even with due care. Indicate the worst consequences; eg. waste, delays, time lost, money lost, injury, damage, effect on people.

1. Misinformation or inappropriate disclosure of information could cause the R.C.M.P. and the City of Yorkton legal and financial difficulties.
2. Serious incident - wrong action could cause harm, injury or death to a member or civilian.

7. WORKING WITH OTHERS (Excluding those supervised – see # 9)

With whom are you required to work in doing your job? Use titles (In Person; Telephone; Writing).

	People Contacted	How Often	Purpose	How
Within Organization	Municipal authorities dealing with by-laws, fire protection "F" Division - Regina and all other Detachments in the Province of Saskatchewan	Daily	to assist in file process/reporting and investigations. Training needs & requirements, security and clearances	Telephone Email In Writing

<p>Outside Organization</p>	<p>Contacts within various provincial government departments (Central Registry, Crown Counsel, Clerk of the Court, Motor Vehicle Branch, Saskatchewan Government Insurance, Child and Family Services, Probation Services, Department of Natural Resources, Department of Highways and Transportation and many others)</p> <p>Chief Medical Examiner.</p> <p>Other police forces/federal agencies</p>	<p>Daily</p>	<p>to assist in file process/reporting and investigations</p> <p>assisting in fatal's/sudden deaths</p> <p>aiding in investigational procedures</p>	<p>Telephone</p> <p>In Writing</p> <p>Telephone</p> <p>In Writing</p> <p>Telephone</p> <p>In Writing</p>
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8. SUPERVISION OR DIRECTI ON EXERCISED

(a) Assign and check work of others doing work similar to yours.

YES

(b) Provide technical or functional guidance to other staff.

YES

(c) Supervise a work group; assign work to be done, methods to be used, and take responsibility for all the work of the group.

NO

(d) Manage the work, practices and procedures of a unit. Responsible for appraisal, discipline, hiring and replace personnel.

NO

(e) Provides on the job training, coaching and guidance to subordinates: provides office and procedural orientation to new members, provides instruction to all staff regarding operation of new equipment and changes to local procedures.

NO

9. EMPLOYEES SUPERVISED - Not Applicable

	1-3	4-10	11-20	21-30	31-60	61-150	151 Plus
Full-time							
Part-time							
Full-time Equivalent							
Combined Total							

10. PHYSICAL, MENTAL AND VISUAL DEMANDS

Enter estimated percentage in appropriate box.

Percentage of Total Work Time	0-5%	5-20%	20-40%	40-70%	Over 70%
Explain any condition that applies to your job.					
Comfortable; few exceptional demands					
Intense/visual listening concentration				70%	
Lifting, carrying, climbing		15%			
Other heavy physical effort					

11. WORKING CONDITIONS

Explain any unpleasant aspects, eg. heat, cold, odours, noise, work interruptions, outside work, infection, danger.

Work is continuously completed in open office environment, dealing with noise from office equipment and people, frequent interruptions, fluctuations in office temperature, air quality of office due to inability for security reasons to have open windows.

Continuous requirements to deal with imposed deadlines and time pressures, and dealing with conflicting work priorities and multiple demand for service and advice from managers, other staff and emergency requirements.

Keyboarding required in varying degrees from day to day, with exposure to glare from computer monitor.

Work performed in a police office, resulting in exposure on a frequent basis to objectionable/distressing photos, tapes and statements. Also exposed to dealing with distressing situations such as: persons surviving fatal accidents, next -of-kin, victims of crime, who may be hysterical, in shock, distraught. Exposure is intermittent and unpredictable.

Work involves occasional and unpredictable exposure to people who are angry, confused, stressed, confrontational, intoxicated, mentally unstable or violent, while handling complaints or questions by phone or in person. Dealing with public/media results in exposure to complaints against police, personnel, criticism.

When working in stationary/storage room exposed to quantities of accumulated dust.

Intermittent clients attended to at counter who are Hepatitis C or HEP A,B,& C positive, exposing/putting incumbent at risk. Exposure is unpredictable and varies in degrees of exposure (handling common items, expulsion of mouth fluids).

Work duties involve a constant heavy workload with constant attempts to keep abreast, can lead to anxiety and stress and physical illness.

Repeated use of wrist and finger muscles in keyboarding daily, duration varies according to duty, can result in muscular or nerve pain in hand, wrist injuries, carpal tunnel. Long periods of keyboarding can result in neck and shoulder pain and strained eyes.

Lifting and moving heavy items daily/weekly such as files, stationary, boxes of supplies, can result in back injuries, strains, sprains, tendinitis.

Fluctuation office temperatures, dust, and inadequate ventilation on a daily basis can lead to physical illness, allergies, respiratory problems, headaches.

Constant noise of office equipment continually assaults hearing and can cause infrequent headaches (daily).

Exposure to objectionable photos, anxiety caused by emotional shock when recording or encountering information concerning cases of a repulsive nature (rape, murder, sexual abuse), working with various aspects of file (statements, reports), often as first responder having to record facts from victim or victim's relatives, personally known individuals. These incidents occur with

no predictability or pattern and can be varied in intensity. Exposure may cause physical illness, shock, stress, and impact emotions/well-being for a lengthy period.

Requirements to deal with stressed, frustrated, irate, hostile, suicidal individuals either by phone or in person at counter, may lead to stress-related illness and mental fatigue. Encounters with these types of individuals/situation has no predictable pattern or frequency.

Pressure of processing accurate information, whether receiving complaints, processing accounts, preparing correspondence, entering data to varied information/electronic systems, relaying vital/critical information to members at scene, produces stress, anxiety, physical illness, because of awareness of negative impact of inaccurate information, physical safety of members and general public, requirement to correct or repeat work. This pressure would occur, in some area(s) on a daily basis.

Lack of relief when alone in detachment and required to provide full coverage (phones, radio, counter) can result in fatigue and stress. Frequency of exposure dependent on number of persons on shift and availability of other staff and can occur a number of times a week in varying durations.

Encountering and dealing with varied office conflicts among staff and addressing problem situations can produce anxiety and stress and emotional fatigue because of tensions. Occurs infrequently but can be of lengthy durations until conflict is resolved.

Fingers and hands are subject to cuts and wounds from paper cuts, staples, fasteners, and can cause infections requiring some form of medical treatment.

(b) What is your scheduled work week?

Shift work involving a rotational shift of days - 07:00 - 16:00 hrs

late day shift of 11:00 - 20:00 hrs

afternoons of 16:00 - 01:00 hrs

evenings of 17:30 - 0230 hrs

Shift work occasionally to fill in when required

Other unusual hours

On Call

(c) Overnight travel: Yes No % time away

Occasionally have training sessions in Regina, Sask. which can be between 2 - 5 days away from home.

(d) Driving vehicle during work: Yes No % time

12. SAFETY

As an employee of the City of Yorkton, the incumbent is responsible and accountable for knowing and working in accordance with the Safety Policy. The incumbent must work in such a way as not to endanger himself/herself, fellow employees or the public