

Posting Date:  
July 13, 2016

Closing Date:  
July 20, 2016

**Delta Police Department**  
**In-Service Posting CI 16-19**

**Public Information Representative**  
Temporary Full Time (12 hour shifts, days only)

**Pay Grade 14**  
**\$22.72 - 26.63 per hour**

**Nature and Scope of Work**

Public Information Representative is a new position which has replaced the Switchboard and front counter services roles. Working at the front counter at the North Delta Public Safety Building or HQ on a 12-hour shift pattern (days only), the Public Information Representative duties include, but are not limited to:

- Respond to public walk-in enquiries, including non-emergency reports;
- Answer and forward incoming calls through switchboard;
- Issue visitor passes and control access to buildings;
- Receive and process deliveries;
- Receive and report found property;
- Maintain private impound and tow logs;
- Enter Violation Tickets into the Police Records Management System;
- Process On-Line Crime Reports by creating files in Police Records Management System;
- Process Police Information Check requests from members of the public;
- Process fingerprint requests;
- Monitor security cameras and gate security;
- Process DPD website General Enquiries .

**Required Knowledge, Abilities and Skills**

- A thorough understanding of the policing environment, current/local issues, the criminal Code of Canada, Delta Municipal Bylaws, the BC Motor Vehicle Act and other relevant acts & Statutes related to police services.
- Ability to deal effectively & tactfully with the public, both in person and by telephone.
- Excellent organizational abilities with a demonstrated ability to multi task in a high volume work environment with frequent interruptions.
- Computer skills with fast and accurate keyboarding.
- Ability to type 40 words per minute.
- Excellent communication and interpersonal skills and the ability to maintain positive working relationships in a team-oriented environment.
- Must be able to commit to shift work covering days, statutory holidays and special events.

**Desirable Training and Experience**

- High School Grade 12 supplemented by commercial training in Public Safety Communications or Criminology.
- Computer terminal training in PRIME RMS, JUSTIN, CPIC along with UCR scoring knowledge.
- Training in PRIME, a second language and knowledge of Delta Police Department functions and structure is an asset.
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**Required Licenses, Certifications and Registrations**

Security clearance is required and will be maintained throughout employment.

**Hours of work:** Shift patterns are 7am to 7pm, on a pattern of 4 on, 4 off.

Resume and cover letter for this position must be submitted to Kulwant Sekhon by 4:30 p.m. on the closing date indicated above. When applying for this position, please quote posting number .

**Human Resources Fax: 604 940 5026**

**E-Mail: [ksekhon@deltapolice.ca](mailto:ksekhon@deltapolice.ca)**