

Job Posting



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deltapolice.ca

The Delta Police Department, one of the most respected police departments in Canada, is based in the richly diverse community of Delta, BC. Our core values of Honour, Integrity, Courage and Trust are the basis of our leadership philosophy and drive our commitment to the community. Every employee and volunteer with Delta Police Department is expected to be a leader by living our core values in all that we do.

We are seeking individuals who have a passion for customer service, extremely attentive to detail and have ethical standards and personal integrity. If you would like to have a flexible work schedule and enjoy working as part of a team, then we want to hear from you!

Position: Public Information Representative

Competition No: CE18-28

Status: CUPE Auxiliary

Salary: \$24.81 - \$29.16 Per Hour

Closing Date: September 26, 2018

Nature and Scope of Work:

A Public Information Representative works at the front counter at our North Delta Public Safety Building or Headquarters on a 12-hour shift pattern. 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 create reports for found property
- Maintain private impound and tow logs
- Enter Violation Tickets into the 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:

- Ability to deal effectively & tactfully with the public, both in person and by telephone
- Excellent organizational skills to multi task in a high volume work environment with frequent interruptions
- Computer skills with fast and accurate keyboarding and the 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 academic credentials, Call-Centre or Service Industry experience will be considered an asset
- A general knowledge of the Criminal Code of Canada, Delta Municipal Bylaws and the BC Motor Vehicle Act
- A second language is an asset

Security Clearance:

Every employee with Delta Police Department is expected to uphold our Core Values. An **enhanced security clearance** (which involves several stages) will be part of the selection process. The clearance must be maintained throughout employment.

Hours of work: Shift patterns are 5am to 5pm or 7am to 7pm (Auxiliary – as required)

Please note, this is an “on-call” position, Mondays thru Sundays and only applicants who document that they have the availability to work if called on within short notice or on the same day, will be considered.