



EMPLOYMENT OPPORTUNITY



Job Title: Police Administrative Associate – Dispatch/Client/Member Support
Department: Lacombe Police Service
Job Status: CASUAL – shift work (variety of shifts – days, nights, weekends)

JOB POSTING: # LPS2024-06

Reporting to the Manager of Police Support Services, the Police Administrative Associate – Dispatch / Client / Member Support provides assistance and support to the general public, members of the Lacombe Police Service and external agencies.

The Lacombe Police Service Administrative Associates operate in a team environment and may be called upon to assist in all areas of dispatch, client and member support.

DUTIES AND RESPONSIBILITIES

- Operate emergency and non-emergency switchboard, radio and telephone equipment; receive, record and dispatch complaints accurately and process files; create and distribute operational files for investigation by members; monitor, retrieve, review, link and update all Police operational occurrences ensuring accuracy and in accordance with Lacombe Police Service audit standards.
- Receive, generate and process over the counter inquiries, information and investigative Lacombe Police files. Motor vehicle collision reports and traffic complaints, processing of all security clearance requests.

QUALIFICATIONS AND SPECIAL / MINIMUM REQUIREMENTS

- **Minimum 1 year of experience in a Policing Support / Operational environment with a recognized Police Service.**
- **PROS end user course and CPIC query / narrative course is an asset.**
- **Current or previous dispatching in a Police environment is an asset**
- This position is composed of shift work (day, evening and weekend shifts)
- Must be able to pass and maintain the RCMP reliability security requirements
- Must have good working knowledge of the Criminal Code and Provincial & Federal Statutes
- Must type 40 words per minute
- Exceptional communication skills, both verbal and written
- Demonstrate proficiency in a multi-tasking team-based environment
- Ability to respond courteously while dealing with the public and other staff members within a hectic environment
- Must have superior computer software skills and familiarity with working in a Windows environment
- Demonstrate the ability to maintain confidentiality when working with confidential subject matter

Wage: \$30.07 - \$37.58 per hour depending on education and experience.

Please email resume: nmartin@lacombe.ca

Closing Date: October 25th, 2024