

POSITION TITLE:	Alarms & Records Storage Coordinator	DEPT/DIV.:	Support Services
REPORTS TO:	Trainer/Team Leader, Records	BRANCH:	Records
ASSOCIATION:	Civilian	LOCATION:	Headquarters
GRADE LEVEL:	C	DATE UPDATED:	July 2008
		HOURS OF WORK:	35 hrs/wk Mon-Fri Day Shift

GENERAL PURPOSE:

To coordinate the alarm management program, including alarm fee billings and the off-site storage process.

MAJOR RESPONSIBILITIES:

Reads alarm calls to classify calls as valid, false or cancelled and updates multiple manual and computer files such as CAD, Excel, Access and Word to reflect status so that alarm call data can be processed if required, determines if alarm fee notices will be issued and prepares billing notices in accordance with the Municipal Act, Fee Schedule By-law and forwards to the Region of Waterloo Finance Department. Receives and processes false alarm appeals received from alarm business or alarm users and determines the validity of the appeal.

Provides clerical support by receiving, sorting, recording and distributing internal and external alarm reports, occurrences, registration, and fee billing information and related correspondence. Types alarm related reports, routine form letters, memos and correspondence. Maintains hard copy and computerized files of alarm appeals, renewals, suspensions, false alarms, and miscellaneous reports. Data enters up-to-date information into computerized alarm spreadsheets and/or databases daily as changes occur; deletes information as changes occur; and purges files as required. Responsible for the entry, maintenance and deletion of Domestic Violence Emergency Response System (DVERS) alarm information on a priority basis in coordination with Victim Services of Waterloo Region and WRPS Procedure.

Provides instruction and guidance for the packing, sorting, labeling and shipping of records to off-site storage. Meets with, and/or receives calls from members in regard to all off-site storage questions. Attends various departments within Headquarters and/or the Divisions as required to affix a pre-numbered barcode for each offsite storage box and updates all record transfer lists to include needed information. Processes record transfer lists for downloading to off-site storage facility records department; verifies descriptions on record transfer lists to ensure accuracy and confidentiality. Maintains accurate records on computerized system of all boxes sent for off-site storage as well as boxes which may

have been retrieved; co-ordinates and supervises all out-bound and retrieval shipments; verifies shipping and storage invoices for final approval by the Manager, Records & Archives.

Receives Computer Aided Dispatch (CAD) alarm occurrence printouts on occasion to identify and correct input or discrepancies through follow up with alarm business for clarification and/or resolution.

Processes annual alarm renewals by issuing notification of annual registration fees; prepares renewal listings for all alarm businesses. Sends out registration forms and processes registrations for residential and commercial alarmed premises. Sets up spreadsheets and prints off reports containing relevant information and/or advisory notices to appropriate businesses. Reviews alarm business Accounts Receivable status to determine eligibility to register individual premises.

Receives and responds to daily inquiries from the general public, alarm holders, monitoring stations and businesses; obtains information and responds to general inquiries. Follows the WRPS Alarm Bylaw when receiving invoicing queries from customers; obtains information and determines the status of the false alarm notice. Refers unusual customer complaints or concerns to supervisor.

Follows up with alarm businesses and/or monitoring stations to verify entries or update alarm call information. Sends requests to officers requesting additional information about responses to alarm calls as required.

Tracks number of false alarms at each registered and unregistered premise using computerized spreadsheets and/or hard copy files. Processes fees for police response to registered first false alarm and an escalating fee for each additional false alarm within a one-year period and processes police response at a set rate for unregistered premise both in accordance with the Municipal Act, Fee Schedule By-law.

Manually enters billing information into pre-formed invoice to track progressive billings. Cancels or waives fees as circumstances warrant in accordance with checklist of criteria. Records fees, issues notifications and receipts daily. Prepares and forwards registration revenue statements and cheques for deposits to the WRPS Finance Department weekly.

Prepares alarm fee billing documentation and forwards to Region of Waterloo Finance Department for invoice processing and mail-outs.

Prepares and prints statistical reports for supervisor and other Branches within the Service so that cost recovery programs can be monitored.

Reads alarm calls and reviews premises which have frequent/excessive numbers of false alarms and notifies the respective alarm company for possible system repair or client education opportunities, for the prevention of future false alarms.

Photocopies documents, files and sends faxes.

Performs duties of a records clerk if required.

Performs other related duties as assigned.

RESPONSIBILITIES FOR MATERIAL/FINANCIAL RESOURCES:

Ensures that personal computers and systems used for own work are maintained in good working condition. Checks shipments received for accuracy, particularly if folders were requested to be retrieved from within boxes. Stacks off-site storage boxes on shelving units so boxes are off the floor, stored safely in event of flooding, spills, dampness or other damage. Ensures confidential boxes are not accessible by the public. Contacts Divisions #1, #2, #3 and DVIB staff assigned to coordinate off-site storage; and attends at Divisions if necessary to arrange unusual or large shipments.

NATURE & IMPACT OF ERROR:

Failure to monitor alarm accounts in a timely manner may have financial implications for the police service.

Failure to identify incomplete Records Transfer lists and incorrect bar code labeling could result in boxes being misfiled. As a result, information may not be easily accessible.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

The incumbent has no formal responsibilities for supervision of staff and others.

CONTACTS & HUMAN RELATIONS:

Internal:

Receives direction and guidance from the Manager, Records & Archives or the Trainer/Team Leader, Records. Has daily contact with immediate co-workers within the branch. Has regular contact with staff from all areas of the police service in person, by phone, fax, Intranet, and e-mail to obtain, provide and clarify information.

External:

Has daily contact with alarm subscribers, alarm businesses, alarm monitoring stations, off-site storage company and the public in person, by phone, Internet or e-mail. Contact regarding alarms regularly include irate or upset people. Has regular contact with the Region of Waterloo Finance Department and occasional contact with other police services to provide information and respond to inquiries.

EFFORT (Mental/Physical):

Follows clear instructions regarding the relevant documentation, procedures and specific requirements of the Municipal Act, Fee Schedule By-law, Domestic Violence Emergency Response System (DVERS) alarm information on a priority basis in coordination with Victim Services of Waterloo Region and WRPS Procedure to perform data entry functions to ensure that Alarm Management Section functions comply with the Fee Schedule By-law. Adheres to the purging of files in accordance with the provisions of the Retention Bylaw as well as the Freedom of Information and Protection of Privacy Act.

Processes requests for boxes in accordance with the Records Branch off-site storage process to receive regular deliveries on Tuesdays and Thursdays. Processes requests for rush orders in accordance with approval of requesting unit supervisor and processes requests for regular orders on an "as needed" basis outside of the regular order/delivery days. Carries individual boxes from the delivery door site to the front of the Property shelving units or uses a cart to transport boxes. Prepares skid of 48 boxes, stacked six high in preparation for removal to off-site storage facility. Stacking of skids could vary from three times weekly to once per month dependent on branch requests. Uses body mechanics and proper lifting techniques to safely lift boxes weighing from 30 to 50 lbs.

Arranges own work schedule according to incoming queries and documentation, registration cycles, records storage and retention deadlines and data enter priority requests for victim alarm installations. Receives work assignments from the Manager, Records & Archives or the Trainer/Team Leader, Records. Refers non-routine queries to supervisor.

Periods of prolonged sitting, moderate visual and mental concentration, manual dexterity and attention to detail are required when downloading and formatting spreadsheets of data to meet service provider's requirements, performing data entry functions, reviewing alarm occurrence reports, monitoring accounts and when processing fees. Most work is performed sitting at a desk.

WORKING CONDITIONS:

Work is performed in a shared open concept office, subject to frequent direct and telephone interruptions from the public, including alarm subscribers requesting information and members requesting direction in relation to the off-site storage process. Periodically travels to police divisions to bar code boxes when large volumes of boxes are being prepared for removal to off-site storage facility. Reports to the Property Office, Police Headquarters to receive incoming shipments twice weekly; reports to Property three to four times weekly to stack boxes on six levels of shelving units.

Due to the nature of work, incumbent has direct and telephone contact with delinquent alarm businesses; alarm subscribers and staff from all areas of the police service.

Contacts are occasionally impatient and unreasonable, requiring the incumbent to be polite and tactful as well as informative.

Work is performed to meet priority requests to data enter victim alarm installations, records retention requirements, alarm account deadlines and annual renewals, to purge files as changes occur and ensure data is kept up-to-date.

SKILL:

a) Knowledge:

Basic knowledge of reading, writing, mathematical and communication skills, normally acquired through the attainment of an Ontario Secondary School Diploma or equivalent as determined by the Ontario Ministry of Education.

Basic knowledge of financial processes such as bookkeeping, Accounts Receivable and Accounts Payable with one year previous on-the-job experience using a computerized accounting software tracking program. Skill in the operation of a personal computer and knowledge of merging capabilities using software programs such as Microsoft Word, Access and Excel to send mass billings and correspondence. Ability to operate a fax machine, photocopier, shredder, and other related office equipment. Skill in using the Internet to search alarm business information and to access the external service provider's records retrieval system.

Proficient skills in keyboarding, data entry and standardized filing, normally acquired through previous clerical and file maintenance experience.

Acquired knowledge of WRPS policies and procedures, as well as guidelines and standards specifically associated with the Municipal Act, Alarm Fee Schedule By-law, including the Records Management User's Guide.

Acquired basic knowledge of police computer networks and systems such as the Niche Records Management System (Niche RMS), CAD, and the Intranet to perform queries and data entry, locate information and send e-mail messages.

Communication and customer service skills required to obtain information as required; provide explanations to the public about the alarms processing bylaw and procedures; to provide information regarding the off-site storage process; to respond to account inquiries; to draft routine correspondence, e-mails and faxes; and to represent the police service in a positive, professional manner.

Ability to prioritize work demands to ensure deadlines are met.

Ability to meet police security clearance requirements and to maintain confidentiality.

Ability to participate as an effective team member and to support and project values compatible with the organization.

Ability to meet testing requirements for the position.

b) Language Communication (Written & Verbal):

Ability to verbally respond to inquiries in person, by telephone and provide information in a polite and courteous manner.

Proficient in spelling, grammar and composition to prepare routine form letters and memos for signature of the supervisor, and to draft routine correspondence and send routine fax messages.

Ability to read and comprehend police and alarm related documents.