

POSITION TITLE:	Crime Stoppers Assistant	DEPT/DIV.:	Investigative Services
REPORTS TO:	Crime Stoppers Police Coordinator (Sergeant)	BRANCH:	Crime Stoppers: Reports to the Crime Stoppers Board of Waterloo Region
ASSOCIATION:	Civilian	LOCATION:	Headquarters
GRADE LEVEL:	C	DATE UPDATED:	Nov 2000
		HOURS OF WORK:	35 hrs/wk Mon-Fri Day Shift

GENERAL PURPOSE:

To receive confidential tip information, promote the program and perform associated clerical activities for the Waterloo Region Crime Stoppers Program.

MAJOR RESPONSIBILITIES:

Receives anonymous crime reports (“tips”) via Crime Stoppers telephone line, fax and mail. Asks tipster appropriate information and clarification questions. Reviews WRPS Major Incident(s) daily in preparation for receipt of possible tips.

Prepares computerized Tip Report. Forwards report to applicable internal police branch for investigation and/or redirects tip report to appropriate external agency, including community agencies, such as Family & Children’s Services, Regional Health Unit, private agencies such as the Insurance Crime Prevention Bureau; other Crime Stoppers Programs; and other police agencies, including the RCMP.

Updates database following officer investigation of tip and/or case resolution; may require preparing and forwarding reminder to return resolution notices.

At tipster’s request, provides case updates from database information and/or applicable reward payment information as determined by disposition of tip.

Performs program promotion duties by preparing and hand delivering to deadline weekly “Warrant of the Week” and monthly “Crime of the Week” media releases to media outlets through the Region of Waterloo. Prepares monthly Stolen Vehicle List advertisement to deadline for inclusion in various medium and publications by collecting theft and vehicle information from the Be On The Lookout (BOLO) list and CPIC.

Attends monthly Crime Stoppers Board committee meetings. Attends seminars and conferences on behalf of the Waterloo Region Crime Stoppers program as required, including

semi-annual zone meetings held throughout South-Western Ontario, including the yearly conference held in Ontario.

Participates in Crime Stoppers community presentations, public events and WRPS in-service training. Prepares and delivers presentations.

Assists Sergeant to develop and participate in public relations fund-raising and profile enhancement and promotional activities such as school awareness programs, Police Week/Open House activities, selling fund-raising raffle tickets and participating in Safety Village Open House activities to promote the Crime Stoppers Program.

Exchanges information with other Crime Stoppers program personnel nationally and internationally.

Updates website in conjunction with WRPS Computer Services Branch.

Prepares correspondence for the Crime Stoppers Board of Directors, including the annual contract for signature. Maintains member listings; prepares and distributes monthly meeting agenda' arranges meeting locations, attends meetings, takes, prepares and distributes minutes.

Collects data, calculates statistics and prepares required reports for Board and WRPS, including quarterly statistical and activity report, annual reports, suspect list. Submits statistical information upon request to the Ontario Association of Crime Stoppers (OACS) and Crime Stoppers International (CSI).

Provides clerical support functions to the branch by providing telephone reception, fielding program inquiries and requests for information from within and external to the police service.

Picks up external mail from Canada Post Office, Kitchener several times weekly. Picks up internal mail daily. Maintains computerized and paper filing systems. Types a variety of reports and correspondence using a personal computer. Does photocopying and sends faxes.

Performs other related duties as assigned.

RESPONSIBILITIES FOR MATERIAL/FINANCIAL RESOURCES:

Incumbent has use of a company vehicle during normal working hours and is responsible for general upkeep. Reports vehicle maintenance problems to the supervisor. Orders and stocks office supplies inventory for branch use and maintains promotional supplies inventory.

Attends Crime Stoppers Board meetings, providing input regarding purchases and supplies for advertising. Ensures that a personal computer and calculator used for own work is maintained in good working condition.

Collects money, provides receipts and makes deposits for the Harley Davidson draw.

NATURE & IMPACT OF ERROR:

Improper preparation of Tip Report could include inaccuracy of information in reports, or result in possible tipster identification.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

The incumbent has no formal supervisory responsibilities. Provides guidance to recruits on procedures of the Crime Stoppers Program and assists at regular in-service training of police officers.

CONTACTS & HUMAN RELATIONS:

Internal:

Receives direction and guidance from the Crime Stoppers Board and the Crime Stoppers Coordinator (Sergeant). Has daily contact with the Sergeant. Has regular telephone, fax and e-mail contact with police members from other divisions and branches to obtain, provide and clarify information. Has regular contact with the Secretaries assigned to Investigative Services to answer tipster calls when no one is available within the office.

External:

Has regular contact with the public, tipsters, and Waterloo Region Crime Stoppers Board members. Has occasional contact with community agencies such as Family & Children's Services, Regional Health Unit, private agencies such as the Insurance Crime Prevention Bureau; other Crime Stoppers Program members, other police agencies, the Provincial Hot Line, the RCMP and local media outlets in person, by phone and fax to obtain, provide and clarify information. Explains general procedures and services provided by the branch.

EFFORT (Mental/Physical):

Applies well-defined guidelines regarding the requirements as set out by the Ontario Association of Crime Stoppers and the Crime Stoppers Board, including the Municipal Freedom of Information & Protection of Privacy Act to perform job functions.

Receives work assignments from the Sergeant assigned as Crime Stoppers Coordinator. Organizes own work on a day-to-day basis to answer tipster calls and check incident sheets for tip information so that disposition information can be processed for distribution to aid investigations. Refers unusual calls to supervisor for follow-up.

Periods of prolonged sitting, visual and intense auditory concentration, manual dexterity and attention to detail are required when receiving anonymous tipster calls, when performing data entry functions, filing, and photocopying. Performs most work while sitting at a desk or in a vehicle. Occasionally bends, stoops and reaches overhead to lift and move equipment and set up display and promotional material while attending public and fund-raising events. Incumbent exercises care and caution when driving.

WORKING CONDITIONS:

Work is performed in a standard office, immediately adjacent to the front lobby of police headquarters, subject to constant interruptions from walk-in traffic, staff and others. Incumbent works in various locations out-of-doors throughout the Region and province, in vehicles, subject to regular travel using police issued vehicle. Incumbent is subject to inclement weather conditions, proximity to moving traffic, with minimal potential for injury. Travels to school to promote public awareness of the Crime Stoppers Program.

Contacts are occasionally evasive, impatient, unreasonable or apprehensive, requiring the incumbent to be polite and tactful as well as informative. Questions tipster callers to gain a better understanding of information they are trying to divulge.

Subject to operational needs, the incumbent may be required to work occasional overtime hours to process tipster calls and distribute related information in a timely manner.

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.

Knowledge of fundraising skills in a not-for-profit self-funded program as well as knowledge of practical workings of a community/volunteer/charity or not-for-profit organization required. Understanding and application of diverse knowledge of community agencies such as Family & Children's Services, Truck Trader, Crime Stoppers Board and fund-raising programs.

Skill in the operation of a personal computer and knowledge of software programs such as Microsoft Word, Excel and PowerPoint. Ability to operate a fax machine, photocopier, calculator, shredder, and other related office equipment.

Practical knowledge or experience in public speaking and presentation skills is required.

Knowledge of standardized office procedures and processes, proficient keyboarding skills, data entry, filing and file management, document organization, as well as letter and memo composition, normally acquired through previous office/word processing experience.

Basic understanding of police records file keeping, storage and query methods, the judicial system and related paper flow processes, court terminology, police related agencies.

Ability to reference guidelines and procedures of the crime stopper tipster handling of calls, the Ontario Association of Crime Stoppers (OACS) and Crime Stoppers International (CSI) guidelines, and the Criminal Code of Canada and applicable case law, following clear instructions to consistently perform job functions and to comply with the Records Retention Schedule and the Freedom of Information & Protection of Privacy Act.

Acquired knowledge of police computer networks and systems such as the Police Records Information Data Entry system (PRIDE) Records Management System (RMS), the Intranet, the Canadian Police Information Centre (CPIC) system, and the *Ministry of Transportation Ontario* Police Automated Registration Information System (PARIS) to perform queries and data entry, locate information and send messages.

Communication skills required to obtain tipster information as required; to interact with the Crime Stoppers Board; to provide assistance to others; to draft routine correspondence and faxes; and to represent the police service in a positive, professional manner.

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

A valid Class "G" Ontario Driver's Licence with no more than six demerit points required to travel within and outside the region to deliver Crime Stoppers media releases and photos, and attend meetings and seminars. Ability to drive police vehicle in inclement weather conditions, while monitoring traffic conditions.

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 speak clearly and control rate of speech, using acceptable police jargon so that tipsters can understand terminology, and while giving presentations. Ability to handle language barriers to probe and communicate with the public and tipster callers in a calm and professional manner in person and via telephone to provide information in a polite and courteous manner.

Ability to summarize events of incidents for direct data entry of events and to prepare Tip Reports and Packages. Ability to assist in writing and editing computerized reports, media releases, advertisements, routine correspondence and fax messages.

Ability to read Crime Stoppers guidelines and procedures relating to handling of anonymous tipster callers, Disposition Sheets, Tip Sheets, Major Incidents, BOLOS and police reports.