

Job Description: Administrative Assistant, Investigative Services

Job Title: Administrative Assistant, Investigative Services
Position Code: P10439
Branch: Investigative Services
Department/Unit: N/A
Reports to: Inspector, Intelligence Services
Association: Civilian
Pay Grade: C
Hours of Work: Mon-Fri/Days
Date Updated: March 2022

Position Purpose

To provide administrative support to the Investigative Services Units.

Major Responsibilities

- Provides reception functions and answers the phones for the Investigative Services (IS) Units.
- Monitors the Investigative Services administrative shared e-mail inbox and responds to and/or completes administrative service requests in a timely manner.
- Answers general inquiries in person and probes for additional information to identify where to refer the individual.
- Books meetings, rooms, and refreshment and travel arrangements when required.
- Photocopies, files, faxes and scans documents; responsible for arranging the maintenance needs of the photocopier and fax machines.
- Orders and maintains all office and photocopier supplies for both Investigative Services Units.
- Receives, sorts, records, and distributes correspondence and mail.
- Types and prepares routine correspondence on behalf of the Unit staff, including memos, reports, directives, and letters that are directed to private citizens, other police agencies, and related organizations.
- Coordinates all file retention and off-site storage for the Division.
- Records, types, and disseminates minutes of meetings and performs the transcription of interviews as required.
- Assists in compiling budget, board reports, and annual reports, as requested.
- Reconciles and prepares purchase card documentation for the review and signature of senior staff.
- Coordinates and forwards Unit staff vacation lists to the Finance branch and enters signed vacation in TAMS as required.
- Maintains the employee seniority list for each Branch.
- Maintains officer training files, including training dates, use of force requirements, and required courses.

- Maintains a list of contact numbers for call-out purposes and a list of equipment for members assigned to the Investigative Services Units.
- Enters E-roster information for the Investigative Services Units as required.
- Maintains spreadsheets to track and monitor related criminal investigation case record information and court-related documentation.
- Processes FOI and Crown requests and tracks these requests as required.
- Performs duties as a Commissioner for Taking Affidavits as appointed by the Ministry of the Attorney General.
- Receives summonses and subpoenas from officers and Special Constables for swearing purposes.
- Tracks and compiles any Unit related statistics as required.
- Updates the Investigative Services Division Intranet Site as required.
- Performs the Intelligence component of the security clearance background check.
- Performs other related administrative duties as assigned.

This position job profile is intended to describe the general level and nature of the position, and is not intended to represent an exhaustive list of all tasks assigned in the performance of this position.

Skill

- Proficient reading, writing, mathematical and communication skills are required, normally acquired through the attainment of an Ontario Secondary School Diploma or equivalent, as determined by the Ontario Ministry of Education.
- Minimum two (2) years' of prior office administration experience is required, including file management, data entry, correspondence drafting, and minute taking.
- Demonstrated experience planning, scheduling, and coordinating logistics for meetings and travel arrangements.
- Strong communication skills to interact with internal members at all ranks and with individuals outside the police service.
- Excellent writing, proofreading, and attention to detail skills required to ensure correspondence and documentation is written accurately, professionally, and in a timely manner.
- Experience working with Microsoft Office applications, including Word, Excel, and Outlook.
- Excellent time management and organizational skills required to prioritize multiple initiatives and re-adjust priorities in a fast-paced environment.
- Ability to anticipate and respond to the administrative and organizational needs of the Investigative Services Branches.
- Acquired knowledge of police computer networks and systems, such as ACIIS, iBASE, and NICHE ACL.
- Acquired knowledge of Waterloo Regional Police Service practices, policies, and procedures as well as related provincial and federal legislation.
- Acquired knowledge with police records file keeping, storage and query methods, the

judicial system, and court related terminology.

- Ability to meet Ministry of the Attorney General criteria for appointment as a Commissioner for Taking Affidavits.
- A valid Class "G" Driver's license with no more than six (6) demerit points required to travel within and outside of the region.
- 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.

Effort

- Work is performed in accordance with the policies and procedures of the Police Service, collective agreements, Adequacy Standards, Records Retention, and federal and provincial legislation, including the Police Services Act and the Municipal Freedom of Information and Protection of Privacy Act.
- Work is performed under the general direction of the Inspector, Intelligence Services; escalates emergent, sensitive, or complex matters to their supervisor for clarification and direction.
- High level of mental and visual concentration and attention to detail are required when inputting and/ or transcribing information, preparing letters, reports, agendas, correspondence, and when responding to queries.
- Subject to multi-faceted and competing priorities, ensuring deadlines are met.
- Subject to periods of prolonged sitting and keyboarding.

Responsibility/ Impact of Error

- Responsible for the accuracy of queries to ensure incorrect information is not added to related documentation.
- Responsible for the accuracy of file retention and storage to ensure documents are not misplaced or destroyed.
- Failure to escalate urgent and/or sensitive correspondences to the Inspector, Intelligence Services could result in decision making delays and missed deadlines.
- Unauthorized release of confidential information could result in complaints, grievances or legal action against the Service.
- No formal responsibility for the supervision of staff or others.

Working Conditions

- Work is performed in a standard office environment at the Waterloo Regional Police Service Headquarters, IS Building; subject to occasional travel within the Region for note taking at other Divisions and/or offsite meetings and to perform duties as a Commissioner of Oaths.
- Work is performed within a fixed schedule; subject frequent interruptions and to unpredictable and urgent deadlines and requests.
- Contacts are occasionally impatient or difficult, requiring the incumbent to be diplomatic, tactful and informative.
- Some exposure to disturbing or graphic images/details may occur in the transcription of

- meetings and/or interviews.
- Occasionally required to work extended hours to meet deadlines.