

RECORDS SUPPORT COORDINATOR

CENTRAL SAANICH POLICE SERVICE

Note: This job description is currently under review and as such, some substantive duties may change.

JOB DESCRIPTION

ROLE SUMMARY

The Records Support Coordinator provides front-line records and information support that strengthens public safety through accuracy, responsiveness, and community-centered service. The position supports sworn and civilian members, partner agencies, and the public by ensuring police records are processed, maintained, and communicated with care and professionalism. Guided by a strength-through-community approach, the incumbent recognizes that no request, record, or call for service is too small when it contributes to trust, accountability, and organizational effectiveness.

MAJOR ACCOUNTABILITIES

RECORDS & INFORMATION SUPPORT

- Maintain and support the PRIME records management system by entering, updating, and validating police records to ensure accuracy, completeness, and compliance with operational and legislative standards.
- Troubleshoot record discrepancies within the PRIME environment and collaborate with operational and IT personnel to resolve system or data issues.
- Attend required PRIME working groups and maintain professional relationships.
- Conducts CCJS and Statistics Canada submissions in accordance with legislative and reporting standards.
- Performs transcription of police reports, statements, interviews, and memoranda, including sensitive or graphic information, with a high degree of accuracy.
- Supports CPIC processing in compliance with security standards and departmental policy.
- Maintains records, filing systems, and electronic document repositories in the prescribed manner.

COURT & JUSTICE SUPPORT

- Provides court support including preparation and processing of subpoenas and LENS documentation.
- Routes, tracks, and files police and court documentation, many of which are time-sensitive and impact legal outcomes.

COMMUNITY & FRONT COUNTER SUPPORT

- Provides front counter and telephone coverage, including lunch coverage, responding professionally to public inquiries.
- Determines the nature of inquiries and connects members of the public with appropriate resources or authorities.
- Contributes to public confidence through respectful, consistent, and service-oriented interactions.

OTHER RELATED DUTIES

- Maintains confidentiality and security of information in all aspects of work.
- Applies applicable federal, provincial, and municipal legislation and departmental policies.
- Performs related duties as assigned.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Grade 12, including coursework related to office administration.
- Minimum one year experience in office or business administration; experience in a policing environment is an asset.
- Equivalent combination of education and experience may be considered.

KNOWLEDGE, SKILLS, & ABILITIES

- Proficiency in Microsoft Office
- Experience in police database systems considered an asset.
- Strong attention to detail and organizational skills.
- Ability to manage competing priorities and meet operational deadlines.
- Strong communication and interpersonal skills.
- Ability to maintain confidentiality and professionalism.
- Ability to obtain and maintain enhanced security clearance.
- Keyboarding speed of approximately 55 words per minute.