



# THE THUNDER BAY POLICE SERVICE

## *POSITION DESCRIPTION*

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**POSITION:** Court Clerk – Case Management  
**BRANCH:** Corporate Services  
**UNIT:** Records & Case Management  
**REPORTS TO:** Court & Digital Evidence Management Supervisor  
**PAY SCALE:** Level 7M to Level 10M

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### CORE COMPETENCIES

The **Court Clerk – Case Management** is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
<b>Accountability and Excellence</b>	<ul style="list-style-type: none"><li>• Align behaviours to organizational values of partnerships, integrity, public service, excellence, equity, diversity and human rights.</li><li>• Address others whose behaviours are contrary to TBPS values.</li><li>• Demonstrate required level of job-related skill.</li><li>• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.</li><li>• Comply with all relevant codes of conduct, policies, and procedures.</li><li>• Exercise self control, adaptability, and flexibility in stressful or difficult situations.</li><li>• Accept responsibility for own actions regardless of consequences.</li><li>• Respect the dignity, human rights, equity, diversity, and inclusion of others.</li></ul>

Competencies	Requirements
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Apply established guidelines and procedures to make informed decisions.</li> <li>• Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process.</li> <li>• Consider consequences of decisions including the impact on others and the TBPS.</li> <li>• Reach decisions that are consistent with established procedures and TBPS values.</li> <li>• Assess the effectiveness of decisions and responds accordingly.</li> </ul>
<b>Interaction and Influence</b>	<ul style="list-style-type: none"> <li>• Promote team goals, share the workload, and assist others.</li> <li>• Give credit and acknowledge contributions and efforts of peers.</li> <li>• Treat others fairly, ethically, and with value — communicating openly and building trust.</li> <li>• Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding.</li> <li>• Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS.</li> <li>• Ability to accept and act on constructive criticism.</li> <li>• Effectively communicate using strategies to achieve common goals, influence, and gain support of others.</li> </ul>
<b>Social &amp; Cultural Competency</b>	<ul style="list-style-type: none"> <li>• Demonstrate a professional, empathetic, and objective demeanour.</li> <li>• Able to effectively interact, work and develop meaningful relationships with people of various ethnic, cultural, and social backgrounds.</li> <li>• Recognize and respect diversity through communication and actions in all contexts.</li> <li>• Show respect and openness towards someone whose ethnic, cultural, and social background is different from one’s own.</li> <li>• Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS.</li> <li>• Able to use one’s own experiences to relate to and work with all ethnic, cultural, and social groups.</li> </ul>

<p><b>Attention to Detail</b></p>	<ul style="list-style-type: none"> <li>• Pay close attention to details that are important to make ensure they are correct.</li> <li>• Ensure accuracy and completeness of work.</li> <li>• Spot inconsistencies or discrepancies that indicate problems with quality of work.</li> <li>• Verify that work has been done according to applicable policies, procedures and standards.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>• Use appropriate procedures to collect, organize, retrieve, maintain, and disseminate information.</li> <li>• Demonstrate awareness of key types and sources of information needed to perform duties.</li> <li>• Effectively uses technology and/or systems to manage information pertinent to the position.</li> <li>• Ensure appropriate security protection, storage, and maintenance of information.</li> <li>• Respects confidentiality of information.</li> <li>• Knowledge of computer applications pertinent to position.</li> </ul>

**SUMMARY OF ESSENTIAL JOB FUNCTIONS:**

The **Court Clerk – Case Management** is responsible and accountable to the **Court & Digital Evidence Management Supervisor** for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Responsible for timely collection, preparation and disclosure of digital evidence for prosecution files relating to Federal, Criminal, Provincial and bylaw offences.
- Ensure digital disclosure files are submitted to the appropriate agency ensuring compliance with legislative requirements and policy using the required program(s) within the required disclosure timelines.
- Prepare and export 911 calls using the ComLog program, upload and disclose using the digital evidence management system.
- Responsible for utilizing various media players and to view and manage surveillance files, including compressing and organizing evidence files into playable formats for efficient sharing and review with Crown partners.
- Locate, export, and store required internal TBPS video evidence on the digital evidence management system as required.
- Prepares electronic evidence cases for disclosure and share cases with required Crown partners and other police agencies by required due dates.
- Reviews and applies object and audio redactions on Body Worn Camera (BWC) and In Car Camera (ICC) videos where required as per TBPS policy and procedure.

- Review and process crown requests for various disclosure items including but not limited to 911 calls, booking and prisoner processing, surveillance, body worn camera and in-care camera, etc.
- Ability to use relevant computer software applications to retrieve confidential police information. i.e. Niche Records Management System, Scope, Indigo vision, Comlog, ICON, etc.
- Responds to telephone and court inquiries.
- All other duties as assigned within the core competencies.

## **QUALIFICATIONS**

- Secondary School diploma.
- Minimum of six (6) months work-related experience in a Police or comparable environment dealing with highly confidential information.
- Must possess exceptional organizational skills, with the ability to prioritize and multi-task in a fast-paced environment and be able to meet deadlines on a regular basis.
- Demonstrated ability to communicate in a clear and concise manner, including the ability to address issues in a professional and courteous manner.
- Excellent customer service skills including the ability to perform duties with courtesy, patience, and discretion.
- Demonstrated decision-making skills required to identify and define information, evaluate options and choose the best course of action to make an informed decision.
- Experience using E-Intake, Scope and Evidence.com considered an asset.
- Demonstrated ability to promote a positive work environment, creating open dialogue and is approachable.
- Excellent written and verbal communication skills, with a knowledge of English grammar, structure, and spelling.
- Demonstrated knowledge of computers with a proficiency with Microsoft Windows.
- Proven ability for full keyboard operation with a minimum typing speed of 35 wpm.
- Proficient in the operation of office equipment such as multi-functional computer software, and multi-functional telephone set.

## WORKING CONDITIONS

- There is an option to work the following schedules:
  - 7-hour shifts consisting of 5 on, 2 off (Monday to Friday); 35 hours per week. Between the hours of 0700 – 1700 hours.
  - 9-hour shifts involving a two-week rotation being 4 on, 2 off (Tuesday to Friday) followed by 4 on 4 off (Monday to Thursday); 36 hours per week, between the hours of 0700 – 1800 hours.
- Work is performed in a standard office environment with minimal adverse working conditions.
- Located in a comfortable indoor area. Conditions could produce mild discomfort such as moderate noise.
- Regular need to give close attention, either hearing or seeing, to what is happening.

## TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- Keyboarding exercise
- Panel Interview

## APPROVAL:

Prepared by: Inspector J. Rybak #370	Initial Date Created: April 20, 2022
Revised by: Manager, S. Lindstrom #1249	Revision Date: October 24, 2025
Approved by: Inspector J. Dampier #603	Approval Date: October 24, 2025
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