



## THE THUNDER BAY POLICE SERVICE

### ***POSITION DESCRIPTION***

---

**POSITION:** Criminal Records Clerk  
**BRANCH:** Administrative Services  
**UNIT:** Central Records  
**REPORTS TO:** Central Records Supervisor  
**PAY SCALE:** Level 5 to Level 8

---

### **CORE COMPETENCIES**

The **Criminal Records Clerk** 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 and ethical values of trust, integrity, leadership, inclusivity, and collaboration.</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>

<b>Attention to Detail</b>	<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>
<b>Information Management</b>	<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 **Criminal Records Clerk** is responsible and accountable to the Central Records Supervisor for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Processes criminal record check requests including querying all hard copy and electronic records.
- Operates CPIC, ICON and NICHE to query/obtain information.
- Responds to internal and external telephone and counter inquiries regarding criminal record checks.
- Liaizes with the public, and external agencies to provide customer service regarding all aspects of criminal record checks.
- Remains current on changes regarding the release of information and any relevant legislation, regulations, policies and procedures.
- Operates Livescan to electronically fingerprint or ink and roll fingerprint and photograph members of the public for civil purposes and/or newly hired employees.
- Responsible for accepting payments and processing monthly debt and bank deposits.
- Provides training to Central Records Clerks and others in the processing of criminal record checks.

- Processes Record Suspensions (Pardons)
- Prepare month end financial reports and money handling.
- 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.
- A working knowledge of the Records Management System is considered an asset.
- 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.
- 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 dispatching software, and multi-functional telephone set.
- Demonstrated ability to promote a positive work environment, creating open dialogue and is approachable.

## **WORKING CONDITIONS**

- Required to work a dayshift on a Monday to Friday schedule, 40 hours per week.
- 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.

## 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
- Panel Interview

## APPROVAL:

Prepared by: Records Manager, Charmaine Cimini #1042	Initial Date Created: March 21, 2022
Revised by: Inspector J. Rybak #370	Revision Date: February 5, 2025
Approved by: Inspector J. Rybak #370	Approval Date: February 5, 2025
Last Updated: February 5, 2025	Revision #: 002