



HAMILTON POLICE SERVICE (HPS)  
SAMPLE CIVILIAN CAREER OPPORTUNITY

PART-TIME CLERICAL/ADMINISTRATIVE POOL

HPS provides policing to over 540,000 residents in the City of Hamilton. In 2013, HPS responded to over 80,000 calls for assistance from our community. We have over 1,100 employees, and our mission is to serve and protect in partnership with our communities.

Join us as we make Hamilton the safest place to raise a child.

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Job Title: Part-time Clerical/Administrative Support Pool

Job Location: May work out of any of the three Police Stations, but typically out of the Central Police Station, 155 King William Street, Hamilton, ON

Hours of Work: Up to 12-hour rotating shifts (starting at 0700 or 1900 hours) in a 24 hour/day, 365 day/year operation, including weekends and holidays, working anywhere from 0-48 hours per week, typically not more than 24 hours per week

Salary: Starting rate is \$20.295 - \$23.127 per hour (As of January 1, 2015), depending on the position, plus 14% in lieu of benefits and 4% vacation pay

Status/Length: Part-time Regular and Temporary As Required

Union/Non-Union: Hamilton Police Association

Updated: June 2015

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### Job Summary

- Assist the general public, outside agencies, and Police Officers with inquiries in-person, by telephone, by fax, or e-mail and/or relay calls and messages to appropriate personnel.
- Receive, sort, log, and distribute incoming and outgoing correspondence.

- Provide clerical and record keeping support to police personnel, related agencies, and the public.
- Perform office duties such as keyboarding, data entry, filing, and customer service.
- Type a variety of documents, such as briefs, interviews, warrants, arrest notices, memoranda, reports, and letters from handwritten copy, drafts, or recordings.
- Set up and maintain a variety of filing and database systems.
- Provide walking and driving courier relief, when required.

Requirements:

- Legally entitled to work in Canada.
- At least eighteen (18) years of age.
- Minimum Grade 12 Diploma, or equivalent.
- Valid Class G Driver's Licence, with no more than 6 demerit points.
- No criminal convictions for which a pardon has not been granted.
- Willing and able to work up to 12 hour rotating shifts in a 24 hours/day, 365 days/year essential services environment, including days, nights, weekends, and public holidays, 24 hours/day, 365 days/year essential services environment, including evenings, weekends, and public holidays.
- Willing and able to work Temporary Full-time Assignments, as required.
- Strong English verbal and written communication skills. Ability to communicate in an additional language(s) is an asset.
- Experience working in a computerized work environment, including working knowledge of Microsoft Office Word and Excel, ability to conduct Internet and Intranet searches, and keyboard 50 wpm depending on the position (this will be verified via testing). May also need a working knowledge of Microsoft Office Access and PowerPoint, and transcription experience.
- Previous front line customer service and/or office experience.
- Must be able to input data quickly, accurately, and across multiple systems.
- Experience composing and preparing routine correspondence and reports.
- Strong organizational skills, ability to produce accurate work, and follow established policies and procedures.

- Excellent interpersonal people skills, ability to relate courteously with others, work effectively as part of a team, and demonstrated tact and professionalism in dealing with a diverse community.
- Must pass a security clearance as well as a background investigation, credit check, and reference checks (Note: Any bankruptcies must be discharged).

Also, please provide a response to the following in your cover letter:

- Provide an example from your life experiences that demonstrates your ability to work in a fast paced, multi-tasking, service environment.
- Provide an example from your life experiences that demonstrates your ability to effectively as part of a team.
- Are you currently employed fulltime or part-time?
- If you are currently employed, why are you considering leaving your current position or looking for alternate employment?
- How much notice would you need to give, if you were to leave your current employer?
- If you are not currently employed, what is the reason for leaving your last position?

### Terms

Applications (i.e. cover letter and resume – all one document, cover letter first) are to be submitted via the City of Hamilton's Careers website, when there is a posting available. Ensure you have carefully read the job posting and followed the application instructions. Failure to follow the instructions will be an indication of poor attention to detail and will result in your application being rejected.

To apply for the position you will need to:

- Have/create a user name and password for the City of Hamilton Careers website
- Upload an application (i.e. cover letter and resume – all one document, cover letter first) to the City of Hamilton Careers website
- Complete a questionnaire as part of the online application process

Email correspondence is an essential part of the recruitment process. Ensure you have included your email address, as well as your business/day phone number, your home/evening number, and/or your cell phone numbers when you apply via the City of Hamilton website and on your application, to facilitate our ability to contact you.

If selected, you will be required to attend testing and/or interviews during our regular business hours of 8:00 - 16:00. We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted. No phone calls or emails please. We are unable to respond to all applicants.

Please note that the Hamilton Police Service is committed to the principles of equal opportunity and reflecting the diverse community that we serve. Fluency in a second language is an asset; please indicate if you are able to speak, read, and/or write another language besides English on your application.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.

We invite you to visit the [Hamilton Police Service](#) website to obtain further information on the Service, or visit our [Careers](#) webpage to obtain further information on career opportunities with our Police Service (e.g. Police Constable, Police Cadet, Civilian, Volunteer, and Auxiliary opportunities). Information on the Constable Selection System (CSS) can be found on the [Ministry of Community Safety and Correctional Services](#) website.

If hired, the incumbent shall comply with all Health and Safety Policies and Practices for their position and the workplace.

By applying, you agree that the statements made by you are true, complete, and correct to the best of your knowledge. Further, you understand that any falsification of statements, misrepresentations, and/or deliberate omission or concealment of information may be considered just cause for dismissal.