



HAMILTON POLICE SERVICE (HPS)  
JOB OPPORTUNITY

## RECORD SUPPORT POOL

**Posting #2024 – 027**

**Available to:** Internal and external candidates.

**Job Title:** Record Support Pool.

**Status:** Civilian Part-time.

**Department/Unit:** Records.

**Salary:** Rate of pay is dependent upon the assignment. Wages start at \$24.154 to \$27.523 per hour (2023 rates).

**Posting Date:** June 12, 2024 and **closes June 26, 2024.**

**Primary Job Location:** Records Department, Central Police Station, 155 King William Street, Hamilton, Ontario

**Hours of Work:** Hours will vary according to the position/assignment; no guarantee of hours with various start times.

## SUMMARY

### About HPS

Serving a population of greater than 569,355 residents, the Hamilton Police Service (HPS) is committed to making sure that Hamilton continues to be a safe place to live and work. Our mission is to service and protect in partnership with our communities.

### Position Summary

Reporting to the Records Supervisors, the Records Support Pool clerks are responsible for providing records support in various function in order to assist police personnel, related agencies and the public. The ideal candidate for this role is someone who thrives in a fast-paced environment, and possesses the ability to accurately multi-task and juggle multiple demands under tight time constraints. Successful applicants will be highly efficient team players, and will be able to leverage their strong communication skills, interpersonal effectiveness, and organizational skills to get the job done.

### Duties, but not limited to

(Please refer to the job description of the placed assignment role for a specific and detailed list of the job duties)

- Responding and processing inquiries, assisting police personnel, the public and outside agencies.
- Assisting the public with various requests for documents and services available from the Records Branch.
- Typing, filing, processing documentation – both manually and electronically
- Utilizing various Police Databases to provide information and administrative support as required.
- Completing a variety of documents such as warrants, arrest notices, reports and letters.
- Distributing mail within Central Station and to other locations.
- Receive and process cash payments for a variety of police documents.
- Other duties as required.

### Education & Experience

- Minimum grade 12, or the equivalent.
- Post-secondary education would be considered an asset.
- Previous customer service and administrative experience is required.

### Certification & Licenses

- Valid Class G Driver's License would be considered an asset.

### Skills & Competencies

- Strong organization, prioritization and planning skills, including the ability to produce accurate work with attention to detail, including working with numbers/accounts.
- Demonstrated ability to use a computer, including ability to keyboard 40 words per minute (wpm).
- Excellent verbal and written communication skills.
- Strong interpersonal skills, including ability develop a rapport with others and to work effectively as part of a team
- Ability to be flexible when performing assignments, and to work independently.
- Excellent customer service skills and ability to work co-operatively with members of the Service.

### **Recruitment Process**

- Resume review.
- Testing.
- Interview.
- Background Investigation.

**\*If you are looking for the full list of duties, please refer to the Job Description of the assigned placement role.**

## **APPLICATION INSTRUCTIONS**

This position is available by internal referral only. If you or someone you know are interested in this position, forward an updated resume & cover letter via email to [recruiting@hamiltonpolice.ca](mailto:recruiting@hamiltonpolice.ca). In the subject line of your email please include: posting number (2024-027), job title, and your name. The cover letter must include the name of the active Hamilton Police Service member who referred you to this position and a description of your availability.

Hamilton Police Service is committed to creating a workplace culture that is inclusive and reflects the diversity of the communities we serve. We strongly encourage applications from diverse communities, including Indigenous peoples, persons from racialized groups, 2S&LGBTQIA persons, persons with disabilities, those who are able to speak fluently in another language(s) as well as anyone committed to a rewarding career in public service.

Hamilton Police Service is also committed to a fair and equitable recruitment and selection process, as well as in building, mentoring, and retaining a talented and diverse workforce representative of the communities we serve. We thank all applicants; however, only those candidates selected for testing and/or an interview will be contacted.

