



HAMILTON POLICE SERVICE

Career Opportunity: **RECORDS POOL** (Up to 4 positions)

Posting #	#2025-073	JJR#	TBD
Job Title	Records Pool	Civilian/Sworn	Civilian
Status	Part Time – varying hours	Department/Unit	Records
Salary Grade		Hiring Rate	TBD
Salary Range	\$26.345/hr to \$30.020/hr (as of January 1, 2025) dependent upon assignment		
Posting Date	October 31, 2025	Closing Date	November 14, 2025
Primary Job Location	155 King William Street, Hamilton, ON		
Hours of Work	Hours will vary according to the position/assignment; no guarantee of hours with various start times (must be available for rotational shifts, days/afternoons/nights, weekends and holidays).		

SUMMARY

About HPS

HPS patrols 1,113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

Position Summary:

Under direction of the Records Supervisor(s), the members of Records Pool will provide clerical and record-keeping support to police personnel, related agencies, and the public.

Duties include, but not limited to;

- Respond to inquiries in person, by phone, fax, email and/or relay calls and messages to appropriate personnel.
- Assist police personnel, the public and outside agencies, through the following systems: Niche, Integrated Court Offences Network (ICON), I-Net Viewer, CONSTABLE (legacy RMS), Laserfiche, Police Automated Registration Information System (PARIS), HPS Intranet, VIN Assist and Suspension and Improvement System (SIMS). Maintain a working knowledge of all of these systems.
- Perform office duties such as keyboarding, filing, and processing of warrants and arrest notices.
- Generate non-emergency CAD incidents in I-NET Viewer, and enter incident information for rollover to the Records Management System (RMS).
- Prepare records of arrest related to new arrests or for the execution of existing warrants, and liaise with the Police Courts Branch and other internal departments as required.
- Locate and compile documents required for bail estreatments and other matters, and forward to the Crown Attorney as requested.
- Create, enter and verify arrest information, charges, and supplementary reports as required. Link involved persons, addresses, vehicles and other entities within the RMS.
- Assist members with advice on the Laserfiche system, CONSTABLE and RMS, and other applications.
- Assist with the identification of problems with the RMS Laserfiche, and alert the appropriate personnel in accordance with established protocols.
- Maintain tow information, and notify registered owners of recovery details.
- Operate a variety of office equipment, such as the, photocopier, Laserfiche, and Point of Sale (POS) terminal.
- Assist and direct the public with various requests for documents and services available from the Records Branch.
- Receive and process cash payments from the public for a variety of police documents.
- Purge documents in accordance with the Records Retention Schedule, and as directed.
- Provide walking and driving mail delivery, when required.
- Collect, open, sort and distribute correspondence daily.
- Perform other duties, as assigned, related to the major responsibilities of the job.

Supervisory Responsibilities:

Not applicable.

Working Conditions:

Individual work station within a standard office environment in a secure area of the building; may be required to deal with difficult or demanding members of the public. Duties may involve exposure to highly confidential and sensitive information that cannot be shared except in the course of judicial proceedings or pursuant to the order of a Command Officer or Supervisor.

Physical & Sensory Demands/Dexterity:

Assignments will involve activities such as sitting, standing, walking, driving, lifting, bending/stooping, reaching, talking, listening, reading, keyboarding, and writing.

Education:

Minimum grade 12, or the equivalent

Experience:

Previous customer service and administrative experience is required.

Certifications & Licenses:

Valid Class G Driver's License, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges.

Skills & Competencies:

- Ability to utilize a personal computer, including accurate keyboarding skills – minimum 35 wpm, Niche RMS, and Microsoft Word. Good office/clerical skills (e.g. proofreading documents, copying/comparing information, and filing.)
- Demonstrated organizational skills, and the ability to be adaptable when performing assignments.
- Produce accurate work with a high attention to detail.
- Ability to follow established procedures.
- Ability to work effectively as part of a team.

Training: Approx. 6-8 weeks of on-the-job training will be provided:

- 4 to 6 weeks on Records Clerk functions
- 1 week on Front Counter service

INTERESTED IN THE POSITION?

Submit your application (i.e. updated cover letter and resume) via email by indicating the posting number **#2025-073** in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **November 14, 2025**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

Accommodations: Hamilton Police Service is committed to equitable and accessible hiring practices. Accommodation during the recruiting process is available upon request, please let us know should you have any needs.

We thank everyone for their expressed interest and appreciate the time you've taken to submit your application. However, only those selected for employment testing and/or an interview will be contacted.

At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.