

# Job Description

**Title:** Detachment Support Assistant  
**Supervisor:** Director of Corporate Services  
**Hours:** Full-Time

**Affiliation:** CUPE  
**Salary:** \$41.39 / hour (2026 Rate)  
**Revision Date:** September 12, 2025

## Position Summary:

Reporting to the Director of Corporate Services, the Detachment Support Assistant provides comprehensive administrative and operational support to the Sooke RCMP Detachment under a municipal employment structure. This role integrates responsibilities across court liaison, records and file management, data quality assurance, front counter services, support to operational members, managing exhibits, statistical reporting, Canadian Police Information Centre (CPIC), Police Records Information Management Environment (PRIME) and JUSTice Integrated Network (JUSTIN) coordination, and disclosure functions.

This is a fast-paced, high-responsibility position that ensures effective back-end operations for front-line policing. The assistant acts as a key liaison between police officers, Crown Counsel, Court Registry staff, other detachments and police agencies, dispatch, key community stakeholders, and the public. This role requires discretion, resilience under pressure, and the ability to multitask amid frequent interruptions and tight deadlines. Exposure to sensitive material and hazardous substances is possible, along with interactions with individuals in distress requiring empathy, professionalism and sound judgement.

## Nature and Scope of Work:

- Perform data entry, updates, and audits in PRIME and CPIC systems, and maintain accurate records across related queues, including Records, Exhibits, Court, and Disclosure.
- Transcribe and review officer reports and audio/video statements; draft correspondence, reports, and statistics; and respond to disclosure requests from the public, legal counsel, and external agencies (e.g., ATIP, ICBC, BC Hydro).
- Provide backup support to the Court Liaison Officer and Records Coordinator, and monitor/respond to operational communications via police radio to ensure continuity of operations.
- Collaborate with team members using both electronic and hardcopy filing systems, and actively participate in staff meetings, briefings, and internal or external committees.
- Review, quality-check, and process Reports to Crown Counsel and court documents (e.g., warrants, subpoenas, summonses); swear Information's before a Justice of the Peace; and update PRIME and members with court outcomes while tracking court-related diary dates.
- Liaise with Crown Counsel, Court Registry, BC Sheriffs, and other legal stakeholders, and provide counter service to the public for the delivery of legal documents.
- Log, manage, and administer the retention, destruction, and audit of seized exhibits in accordance with RCMP policy, ensuring chain-of-custody integrity throughout.
- Coordinate the submission of evidence to RCMP units, external labs, and agencies (e.g., Health Canada, BC Coroners Service; and receive, handle, and dispose of hazardous materials.
- Staff the front counter and respond to inquiries from the public, officers, and external enforcement or emergency agencies, while addressing complaints or concerns, including those from agitated or distressed individuals.
- Process public service requests such as civil fingerprints, criminal record checks, information access, and report copies; receive and record payments for these services.
- Manage incoming calls on public and backline phone systems, perform switchboard duties, and assist with phone inquiries and dispatch-related issues as required.

**Knowledge, Skills and Abilities:**

- Proficient in MS Word, Excel, Adobe, and law enforcement database systems, including PRIME, CPIC, and JUSTIN.
- Demonstrated knowledge of relevant legislation and procedures, including the Criminal Code of Canada, Federal and Provincial statutes, the Access to Information and Privacy Act, the Controlled Drugs and Substances Act, the Motor Vehicle Act, and RCMP administrative protocols.
- Skilled in interpreting and applying policies, regulations, and legal statutes with accuracy and consistency.
- Strong organizational and time-management skills, with the ability to multitask, adapt in a fast-paced environment, and maintain a high level of accuracy and attention to detail.
- Logical and analytical thinker with strong judgment, capable of making objective, fact-based decisions and handling complex or sensitive situations with professionalism, accountability, and situational awareness.
- Exceptional oral and written communication skills, with a minimum typing speed of 60 words per minute; able to work effectively both independently and as part of a team.
- Maintains discretion and professionalism when handling confidential information.
- Able to manage exposure to graphic or disturbing content related to police investigations with resilience and professionalism.

**Training and Experience:**

- Successful completion of Grade 12 or the equivalent adult education diploma, or employer-approved equivalent (e.g., post-secondary education or significant administrative experience).
- Recent and significant experience providing administrative support in a government or legal office, or policing environment.
- Experience working with databases such as PRIME, CPIC, JUSTIN, iBook, CJIM, SAP, etc.
- Recent experience with data quality control, document processing, and records management.
- Experience in customer service, ideally in a law enforcement, legal, or government setting.
- Attain and maintain RCMP Enhanced Reliability Security Clearance.
- Must possess a Class 5 driver's license.
- Occasionally required to work outside standard hours or travel for work duties.

**Competencies:**

- Adaptability: Willingness to be flexible in a changing environment.
- Relationship Building: Establishes and maintains respectful and cooperative working relationships.
- Effective Communication: Communicates effectively with others.
- Problem Solving: Recognizes and acts to resolve problems.
- Organization: Organizes work so that others will understand it, in order to achieve District goals.
- Customer Focus: Provides excellent service to both internal and external customers.