



# New Westminster Police Department

## JOB POSTING Public Services Representative Full-Time

We are looking for a team player who demonstrates excellent customer service skills, loves working with the details, and takes great satisfaction in managing a variety of tasks.

The NWPD is a mid-sized police department with over 200 employees. We are committed to having a professional and supportive workplace promoting employee equity, wellness, and fulfillment. We are a hard-working and welcoming team focused on doing great work and serving our community.

### What your key role will be

As the Public Services Representative, you will be responsible for processing police information checks, requests for fingerprinting services, and assisting the public with general reception-related services and inquiries. As part of our team, you'll help create smart solutions that support our goals while maintaining a high level of customer service. In addition to this, your role includes, but is not limited to:

**Public Services Support:** You'll provide information and assistance to the public, including helping public visitors get in touch with the correct contacts, handling enquiries and complaints while being able to communicate policies, regulations and procedures, as well as managing the courier deliveries for the department.

**Administrative Analytics:** You'll refer to a number of legislative resources and police computer applications as you process a variety of applications and requests for service. You'll perform a wide range of administrative functions, including outside agency requests, maintaining records, files, reports and other correspondence.

**Attention to Detail:** You'll be happiest when working with the details that support the bigger picture, and you take great pride in rolling up your sleeves to get even the smallest of tasks done.

**Adaptability:** You'll have the ability to adapt to and manage multiple tasks in a fast-paced environment, including the ability to transition to changes in policy and procedures within the Department as well as outside agencies.

**Communication:** You'll have excellent written and oral communication skills as well as the ability to convey information clearly and simply. As well, you are an active listener who ensures you understand directions and information.

**Customer Focus:** You'll enjoy working with the public and outside organizations by helping them navigate through their requests for service.

**Decision Making:** You'll have strong decision-making skills that allow you to make confident assessments of policies and procedures and apply them accordingly to daily responsibilities/priorities.

**Time Management:** You'll manage your time and resources to ensure work is completed efficiently and with minimal supervision.

**Team Player:** You'll genuinely enjoy engaging with your teammates to get the work done. You believe in the importance of building and maintaining strong working relationships.



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### What you bring to this role

You will have experience and success *in many* of the following areas:

- You have completed Grade 12
- You have top-notch customer service and administrative skills
- You have experience working in an office environment and providing support to the public
- You are motivated, compassionate, and empathetic with a genuine desire to help others
- You support and promote a diverse, inclusive, and healthy workplace
- You are confident working with (or have the willingness to learn) police computer applications: Police Records Information Management Environment (PRIME), the Canadian Police Information Centre (CPIC), and Justice Information System (JUSTIN)
- You can navigate your role while exercising considerable confidentiality, tact, and diplomacy
- You can pass and maintain a security clearance, including a background check and polygraph

### What we can offer you

- An exciting and challenging career
- Competitive salary and municipal pension plan
- Vacation time to foster a flexible work-life balance
- Comprehensive extended health and dental benefits, group life insurance, employee and family assistance program, sick leave plan, and maternity leave top up to 6 weeks at 95%
- Access to on-site fitness facility, free staff parking, and transit subsidy
- Supportive leaders and co-workers who care about you and your family's health and wellness
- Centrally located in the Lower Mainland of British Columbia
- One block away from the Columbia Skytrain Station
- A work environment giving you the ability to connect one-on-one with our staff, including police officers, civilian members, and the senior leadership team

### What we'll accomplish together

As a civilian member, working within a police department is a career like no other. It brings excitement, variety, and a challenge. The person you are, the work you will do, and the role you will play in this organization matters. You will become part of the NWPD team and join our group of diverse and talented people who truly want to make a difference.

If you are excited and curious to learn more about this opportunity, please apply – we would love to hear from you!

**Job Title:** Public Service Representative

**Employment Status:** Full-Time

**Number of Positions:** One

**Application Deadline – Internal Applicants:** Wednesday, June 25 at 8 am



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## JOB POSTING Public Services Representative Full-Time

**Application Deadline – External Applicants:** Wednesday, July 2 at 8 am

**Union:** CUPE Local 387

**Department:** Public Services Unit, NWPD

**Salary:** \$53,856 to \$63,224 (2024 rate) per year plus benefits. **Note:** Job classification under review, pay grade subject to change

**Hours of Work:** This position's work week is from Monday to Friday with 8-hour shifts in length, including a one-hour unpaid meal break. The hours of work are 8:00 a.m. to 4:00 p.m.

**Career Centre:** <https://nwpd.bamboohr.com/careers>

*To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.*

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. We thank all applicants for their interest and advise that only those selected for an interview will be contacted.*

*This position is only open to those with Canadian Citizenship or Permanent Residency in Canada.*