



## **RCMP DETACHMENT SERVICES ASSISTANT**

### **EXTERNAL & INTERNAL POSTING**

**20 FEBRUARY 2025**

The Town of Oromocto, in conjunction with the RCMP Oromocto Local Detachment, is looking for an individual that is passionate about client services, has the ability to handle multiple deadlines, in a fast-paced work environment, and is motivated to excel as a Detachment Services Assistant. This is a full-time position, with a key role to ensure the daily client operations of the Detachment and to provide support services to police officers, other employees, as well as the provision of information and services to the general public.

The duties of this position have a significant confidential component and the incumbent is required to exercise tact, judgment and discretion.

### **WHY OROMOCTO**

Oromocto is located within the Capital Region of New Brunswick and is home to the Canadian Forces Base Gagetown, one of the largest military training centres in the Commonwealth. Over 25,000 consumers live within a 10 km radius. The Town of Oromocto provides all the advantages of a well-serviced urban centre yet prides itself on having small-town ambiance. Its multitude of trails, parks, and rivers is an outdoor enthusiast's dream and contributes to the overall quality of life. Oromocto is just minutes from the international airport, 15 minutes from Fredericton and an hour from the City of Saint John. We are a vital community with outstanding municipal services, a reliable labour force and an exciting quality of life.

### **WHAT WE OFFER**

- 1.25 days/month of vacation
- 1.50 days/month of sick credits
- Defined Benefit Pension Plan
- Comprehensive benefits package or Benefit Allowance
- Opportunities for professional development and training
- Employee and Family Assistance Program (EFAP) and services

### **QUALIFICATIONS / SKILLS:**

- A degree in business, or diploma in office administration combined with a minimum of 5 years' related experience or any combination of education, experience and training which provides the required knowledge, skills and abilities to perform the essential functions of this position.
- Experience providing service to internal or external clients / general public, via telephone, in writing or in person. Ability to do so, tactfully and respectfully while interacting with a wide range of people from different backgrounds and cultures.
- Ability to remain calm and deal effectively in highly stressful situations with individuals who may be experiencing a crisis.
- Experience in using spreadsheet and word processing software (i.e. Word, Excel)

- Experience in coordinating various office administrative activities such as: meetings, taking minutes, preparing correspondence, data entry, filing, etc.
- Must possess the ability to work independently, with little or no supervision on assigned projects/ assignments.
- Ability to effectively communicate verbally and in writing in English mandatory and the ability to speak in French proficiently would be considered an asset.
- Excellent organizational skills.
- Ability to work under pressure and handle unexpected priorities and changing deadlines
- Working knowledge of the criminal code, municipal government administration, municipal by-laws, and relevant provincial and federal legislation preferred.
- In rare occasions, may be required to attend court

### **CORE EXPECTATIONS OF ROLE:**

- Responds to enquiries, complaints, and requests for information and services from the public.
- Resolves public and internal complaints through mediation, communication, and critical thinking.
- Provides administrative support to frontline police officers as well as maintaining inventory of detachment supplies.
- Operates police radio and various computer equipment using Police Reporting and Occurrence System (PROS), Canadian Police Information Center(CPIC), TEAM, etc.

**The successful candidate will require a Government of Canada Reliability Status security clearance (RCMP).**

### **SALARY/HOURS:**

This is a permanent full-time position, Monday – Friday with occasional hours required outside the standard work week. Salary is commensurate with the Salary Administration Policy for Non-Unionized Employees, Pay Band 2 (\$47, 906.00 - \$59, 883.00).

Please submit a covering letter and resume demonstrating how you have acquired the qualifications for this position no later than **8:00 am on Monday, March 3<sup>rd</sup>, 2025 to: [HR@oromocto.ca](mailto:HR@oromocto.ca)** with subject line: **District Service Assistant Application – Your name.**

This competition may be used to fill future vacancies at the same level within the same work location.

RCMP-GRC

4 Doyle Drive Oromocto, NB E2V 2V3

For further information, please contact Heidi Lawless-Anderson by e-mail at [hlawless-anderson@oromocto.ca](mailto:hlawless-anderson@oromocto.ca)