



The St. Thomas Police Service announces a Selection Process

Front Desk Reception - Criminal Records Check Clerk – Business Office

Part Time Permanent Position – 30 hours / week

Position Title: Front Desk Reception – Criminal Records Check Clerk

Pay Range: \$30.73/hour (start) to \$36.15/hour (senior); 2024-28 Civilian Collective Agreement

Posting Date: May 22, 2026

Closing Date: June 19, 2026

Start Date: Immediate

The Front Desk Reception - Criminal Records Check Clerk shall be responsible for the main reception desk, answering and responding to incoming inquiries in an efficient manner. This Clerk is primarily responsible for processing Criminal Records Check applications by the public for Employment, Student and Volunteer Positions. This position is responsible for the reception/lobby area directing visitors to the appropriate person and taking reports not requiring police attendance. The position is responsible for procuring all pertinent information from callers and all other available resources and to complete data entry with a high level of accuracy. This Clerk reports to the Business Office Manager in all matters.

Direct Responsibilities

- Comprehensive Search of Canadian Police Information Centre (CPIC), NICHE Records Management System (RMS) for criminal records and incidents.
- Communicate with other police agencies for applicants residing in their jurisdiction within previous 5 years.
- Responds and sends CPIC messages to and from other services.
- Compile and analyze criminal records and incidents.
- Compose, produce, and release documentation to applicants after verifying identification.
- Collect fee for service and issue receipts.
- Communicate with the public via email, phone calls and in person.
- Liaises with external partner (Triton) for all Criminal Records Check requirements.

Front Desk/Administrative Duties:

- Provide assistance at the Reception/Lobby Window.
- Assist in maintaining the cash drawer at front desk on a weekly basis.
- Arrange appointments and collect applicable fees for fingerprinting, etc.
- Field public inquiries in person and over the phone. Direct public to the appropriate person for their inquiries when Alternative Response Officer (ARO) is unavailable.
- Accept parcel deliveries, record in receiving book and notify appropriate person.

- Video Redactions, CPIC maintenance, external-agency liaise, Court Dockets, as assigned.
- Commissioner of Oaths, as assigned.
- Keep front desk area stocked with supplies, paper, etc.
- Trains and answers inquiries from staff regarding Criminal Record Checks.
- Take fingerprints of applicants for civil purposes - submit to RCMP using Livescan.
- Answer and route incoming calls and visitors to appropriate person/unit providing assistance or advice as required
- Generate Incidents (INetViewer) and stream for response regarding crime or other matters reported by the public.
- Assist with linking all information for MVA reports
- Train new staff as may be assigned/required.
- Sign in/out visitors to the police building
- External paid duty applications
- Assist in compiling Crown Briefs and prepare necessary uploading/redacting of digital evidence and make copies for Crown and Disclosure utilizing SCOPE, as assigned.
- Any other duties as may be assigned.

The above duties are representative of the position and are not to be construed as all inclusive.

Qualifications:

- Must be at least 18 years of age
- Grade 12 education or equivalent
- Canadian citizen or permanent resident
- Accurate and efficient keyboarding skills – (40 - 50 WPM)
- Advanced computer skills
- Ability to work well under intense pressure
- Possess strong interpersonal, communication and organizational skills

Special consideration will be given to candidates who possess the following additional skills:

- Successful completion of post-secondary education
- Successful completion of an accredited training relating to Office Administration or Records Management
- Prior experience in a police environment
- Experience with CPIC, Niche, Microsoft Office Professional an asset

Screening, Submission and Selection Process

The St. Thomas Police Service does not use artificial intelligence to screen, assess, or select applicants.

Consideration shall be given to merit, skill, ability, and present and past experience of the applicant, as well as operational needs of the organization, in reference to the requirements of the position. As such, not all eligible applicants may be selected for interview.

Successful candidates will be required to participate in a thorough background and reference investigation.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

A cover letter and resume including your educational degree/diploma/certificate must be received by the St. Thomas Police Service by **Friday, June 19, 2026 by 12pm. Resumes must be submitted directly by email to careers@stps.on.ca.**

Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment.

The St. Thomas Police Service is committed to a diverse and inclusive workplace reflective of the community we serve. Appropriate accommodations will be provided upon request throughout the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA).