

## CPIC Information Operator I

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### **DEFINITION**

This is specialized administrative support work involving the accurate and timely entry and communication of information from specialized Police databases to field or internal Police personnel and other authorized Police agencies.

Employees in this class perform a variety of tasks including responding to incoming radio and telephone requests by Officers and relaying information concerning warrants, vehicle registration, status of individuals, etc.; the coding and entry of data onto the CPIC database from incoming reports; responding to incoming requests from other jurisdictions for information; and the entry/removal of warrants on the appropriate terminal database. Information entered, accessed, and relayed to others must conform to standards and procedures as defined by the area, and incumbents function in an independent manner within these guidelines.

### **TYPICAL DUTIES \***

Answers incoming requests from Officers in the field by querying the appropriate database terminal to obtain the required information, and relays the requested information via radio, telephone, or in person. When appropriate, information is relayed in code to ensure the security of information and field personnel.

Monitors incoming communication and notifies superiors in situations where Officers require assistance.

Receives incoming incident reports/case files from communications, Community Stations, etc. and enters relevant information onto databases, interpreting information and applying suitable codes to database files.

Reports are entered as quickly as possible in order for the information to be available to Officers, and information is updated and corrected as needed.

Operates a dedicated terminal on a regional/national/international communication network to obtain or provide information from and to other Police jurisdictions, and maintains associated files and records of incoming and outgoing information requests.

Processes warrants for entry and removal from CPIC. Integrates new warrants with those currently outstanding when necessary, and processes and maintains Board of Review warrant patient files.

Updates and/or corrects information as required.

Researches the current status of motor vehicle warrants and charges in conjunction with the appropriate court database and relays required information.

Performs related duties as required.

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### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of procedures, records and other administrative aspects of a Police environment.

Ability to make consistent decisions in accordance with police procedures.

Ability to operate a variety of specialized terminal database input and retrieval methods as well as the ability to learn new ones as they are introduced.

Ability to speak clearly and distinctly for radio and telephone communications.

Ability to quickly analyze reports and identify relevant information.

Skilled in communicating with the public, court personnel, police members, and representatives from other jurisdictions.

Ability to exercise sound judgement and discretion in releasing information and identifying priority situations.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### Job Level

High school diploma or equivalent. Incumbents must complete a CPIC training course within two (2) years of appointment. A minimum of three (3) years of progressively responsible experience within a Police/Court environment or a specialized area including experience in data entry and retrieval from data bases. Experience in radio communications is an asset.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0762		0763	
Grade	007		008	
Last Updated:	2010-04			
Previous Updates:				
Originated:	1994-02			