

## CPIC Information Operator II

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### **DEFINITION**

This is specialized administrative support and supervisory 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 both oversee as well as 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 a highly independent manner within these guidelines.

Work of this class differs from that of a CPIC Information Officer I in that the positions involve functions of greater complexity, and are responsible for the supervision, coaching and coordination of training staff within the Unit. Decisions necessitating changes in policies or regulations are referred to superiors. Work is evaluated on the basis of accuracy, standards of performance and the effectiveness of supervisory control.

### **TYPICAL DUTIES \***

Acts as a senior Information Operator by both assigning individual staff to specific tasks in the Unit, directing and evaluating the training of lesser experienced staff, and assisting throughout the Unit to handle unusual and complex situations or clearing backlogs of accumulated work. This includes ensuring the accuracy of CPIC Information Operator I data management.

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.

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.

Initiate, coordinate, follow up and facilitate out of province escorts. This includes regular liaison with various Courts and related external contacts.

Researches the current status of motor vehicle warrants, special interest groups, family violence incidences, and firearm prohibitions using the appropriate court database system and relays required information.

Assist in information audits to ensure compliance with legislated standards.

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Assists with evaluating the performance of CPIC Information Operator I staff, completes related reports, and arranges for supplementary training and assistance as required.

Responsible for maintaining the Unit manual to ensure staff have access to and are aware of current policies and procedures.

Performs related duties as required.

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

Demonstrated knowledge of procedures and duties of the CPIC Unit and some supervisory experience.

Ability to make consistent decisions in accordance with police procedures, and handle unusual and high demand situations effectively.

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. A minimum of five (5) years of progressively responsible experience within a Police/Court environment or a specialized area, including at least two (2) years as a CPIC Information Operator I.

\* *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	0764		0765	
Grade	012		013	
Last Updated:	2010-04			
Previous Updates:				
Originated:	1994-02			