



DETACHMENT SERVICES ASSISTANT

The Job

The Town of Edson is seeking a Detachment Services Assistant to support frontline operations at the local RCMP detachment. This position plays a key role in maintaining public safety and ensuring smooth day-to-day operations. Responsibilities include managing public inquiries, handling emergency communications, processing sensitive data, and providing administrative support to officers and staff. The role requires a high level of professionalism, discretion, and attention to detail while working in a fast-paced and community-focused environment.

The Candidate

The successful candidate will demonstrate strong communication skills in both written and verbal formats and maintain composure in challenging situations. A high level of organization, accuracy, and adaptability is essential. Proven ability to manage multiple tasks, maintain confidentiality, and collaborate effectively with colleagues, stakeholders, and the public is required. A commitment to service excellence and community safety is central to this role.

About the Town of Edson and our team

Edson's growth over the years is built on the rich natural resources in the region, creating a steady and viable economy now and into the future. Enjoy the vast and beautiful trail system throughout the community, take in some local history at the Galloway Station Museum, explore the great recreation and culture programs offered through our Community Development team, and embrace a lifestyle that lets you reconnect with the things that matter most.

We are looking for the right fit to join our team! At the Town of Edson, every team member takes pride in serving our community. Our success is driven by our core values: Communication, Creativity, Kindness, Respect, and Teamwork. Working with this team is more than just bringing a skill—it's about embracing a passion for service, collaborating with others, and taking pride in what you do every day.

What do we offer?

Compensation

The wage range for this position is \$29.74 to \$39.07, per hour as per the terms of the CUPE Collective Agreement.

Benefits

This position also offers a robust benefits package, which includes:

- A generous vacation package
- A \$400/year Active Living Allowance
- Sunlife benefits through Alberta Municipalities, and
- An excellent defined-benefit pension plan through LAPP



How do you apply?

Please submit your resume and cover letter, quoting competition #EDSOU-202510 by September 3, 2025.

In your cover letter, tell us about yourself, what you value, and why you're interested in this position.

Send your cover letter and resume to:

Email: humanresources@edson.ca

Be sure to quote Competition Number: EDSOU-202510

Position Description ***Detachment Services Assistant***

General

The Detachment Services Assistant plays a vital role with the RCMP working out of the Local Edson Detachment. They are responsible for maintaining the highest degree of professionalism while dealing with situations that are often difficult.

This person must be an excellent communicator in both verbal and written forms, and must exhibit excellent interpersonal skills dealing with colleagues, stakeholders, and the public.

They will have a diverse and dynamic set of responsibilities and commitment to promote a safe and secure community.

Primary Responsibilities and Authority

Department Operations

- Receive, assess, and respond to the front counter and telephone inquiries, complaints, and requests for information (eg. joint police/community initiatives, criminal records checks, legislations, etc.) and services (eg. motor vehicle collision reporting, fingerprinting services, etc.) from the general public.
- Provide information, advice, and options to internal clients to assist in their understanding of and compliance with administrative operational policies, guidelines, processes, and procedures.
- Receive and handle emergency communication from the general public, 911, and North Alberta Operational Communication Centre, record information on the details of the situation (location, circumstances, number of individuals, witnesses, weapons involved, and notify/dispatch appropriate responder(s)).
- Research, input, modify, manipulate, track, analyze, extract, and delete data and information in a variety of automated systems used by RCMP (ie. CPIC, CJIM, PIRS, PROS, TEAM) and manual filing systems and extract statistical data when required.



- Maintain radio contact with regular members to provide pertinent information from data banks, relevant background material, such as the potential for violence, suicidal tendencies, call back-up, and other assistance for members, and to support the well-being and safety of members and involved general public/victims.
- Receive and record monies (eg. fines, fingerprints, copies of accident reports), prepare invoices, and handle petty cash as designated.
- Purchase and maintain office supplies and equipment, arrange for repairs and maintenance of equipment and facilities, and maintain inventory of supplies and equipment as designated.
- Provide a broad array of administrative support and services, such as: receiving, sorting, filing, and distributing mail: arrange courier services, assist in the storage and safekeeping of exhibits/evidence, when assigned; transcribe internal and external correspondence, and action ATIP requests under the guidance of the supervisor.
- Fulfill the Court Liaison Officer Duties as and when required.
- Actively participate in Formal Workplace Inspections in areas of responsibility.
- Review pertinent Hazard Identification, Assessment, and Control worksheets on an annual basis as required by the Municipal Health and Safety Program.
- Follow all Safe Work Practices and Procedures.
- Immediately report any unsafe conditions, potential work hazards, or incidents to Supervisor.
- Perform other duties as assigned by the Detachment Services Supervisor or Detachment Commander.

Human Resources, Team Management, and Leadership

- Foster a team environment which inspires hard work, dedication, collaboration, and fun supporting a positive organizational culture.
 - Responsible for maintaining a working environment which includes integrity, trust, and respect in accordance with Town policies.

Corporate/Administration

- Understanding role within adopted policies, procedures and bylaws and ensuring they are followed in decision making and in the delivery of services.
- Assist the Detachment Services Supervisor or Detachment Commander with reports for the Department initiatives and projects as required.
- Respect and uphold organizational and staff confidentiality.

Public Relations

- Respond to the publics' concerns and complaints in a timely and tactful manner, and in accordance with Town policies and RCMP requirements.

Health and Safety

- Actively participate in Formal Workplace Inspections in area of responsibility.
- Review pertinent Hazard Identification, Assessment and Control worksheets on an annual basis as required by the Municipal Health and Safety Program.
- Advise the Manager of all Health and Safety concerns.
- Ensure that all Safe Work Practices and Procedures are followed.
- Act upon all reports of any unsafe conditions, potential work hazards or incidents.



Qualifications

Core Competencies

- Have the ability to produce and process various correspondence, transcribe, and maintain office systems. (Word processing and spreadsheet applications and proper use of grammar, specialized vocabulary, and terminology).
- Able to produce positive results through interaction with others: open and considerate of the needs and views of internal and external partners. Work either independently or cooperatively with others.
- Able to perform consistently in a competent manner and be punctual, organized, and focused.
- Able to effectively use various administrative and operational automated systems utilized by the RCMP. Take the required training for the various computer systems and databases used by the RCMP.
- Be pleasant, courteous and possess a helpful demeanour with the ability to remain composed under stressful situations or unpleasant encounters.
- Able to make appropriate, logical, and practical decisions.
- Ability to remain flexible and adapt to a variety of duties/responsibilities.
- Must be capable of dealing with highly sensitive materials or issues and maintain extreme confidentiality.
- Acquiring sufficient experience and knowledge relating to the procedure of the Alberta Judicial Process Act.
- Portray a professional image conducive to a Law Enforcement environment.
- Exceptional communication skills both written and verbal.

Job Requirements

- Successful completion of two years of post-secondary school OR an acceptable combination of education, training, and/or experience relevant to the position.
- Must have enhanced security clearance to work at the RCMP Detachment.

Alternative combinations of education and experience which demonstrably provide the required knowledge and skills may be eligible in certain circumstances.

The following conditions can be consistently expected in this position.

Physical	Cognitive	Logistical
<input checked="" type="checkbox"/> Safety-Sensitive Work <input type="checkbox"/> Extreme Heat or Cold <input type="checkbox"/> Heavy Lifting <input type="checkbox"/> Working at Heights <input type="checkbox"/> Working in Confined Spaces <input type="checkbox"/> Working Outdoors <input checked="" type="checkbox"/> Office Environment <input type="checkbox"/> Physically Strenuous Work <input type="checkbox"/> Hazardous Material Handling <input checked="" type="checkbox"/> Repetitive Tasks	<input checked="" type="checkbox"/> Stressful Situations <input checked="" type="checkbox"/> Frequent Multitasking <input checked="" type="checkbox"/> Fast-Paced Environment <input checked="" type="checkbox"/> Minimal Supervision <input checked="" type="checkbox"/> Difficult Conversations <input checked="" type="checkbox"/> Frequent Change <input checked="" type="checkbox"/> Confidential Situations	<input checked="" type="checkbox"/> Computer Operation <input type="checkbox"/> Variable Hours <input type="checkbox"/> Long Hours <input type="checkbox"/> Multiple Work Locations <input type="checkbox"/> Remote Working Conditions <input type="checkbox"/> After-Hour Meetings