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## Job Specification

**Position Title:** CPIC OPERATOR  
**Job Code:** OPPA Civilians - CPIC Operator, C0004  
**Job ID:** 21720

### Purpose of Position:

To receive, enter, modify and transmit confidential information pertaining to property, vehicles and persons into Canadian Police Information Centre (CPIC) and other computerized information systems, ensuring quality of inputted data/information. To provide information from databanks to authorized agencies and personnel.

### Duties/Responsibilities:

1. Receives confidential documents, ascertains their nature e.g., type of warrant, and in priority sequence, enters information regarding property (guns, securities, articles, etc.), vehicles, Marine, parolees, persons, i.e. missing, wanted and charged persons, etc. into CPIC. Creates CPIC entries for detachments, local parole agencies, GHQ investigative units and other agencies, and updates RMS, as required. Incorporates criminal records from CPIC where Finger Print section (FPS) is identical, as well as information from Ontario Municipal and Provincial Police Automation Co-operative (OMPPAC) and Records Management System (RMS).
2. Maintains quality of data/information by ensuring that received information is complete and free of discrepancies and errors. Verifies that received documents correspond to RMS, Niche reports and court documents. Follows up on insufficient, unclear or incorrect information with court personnel, uniformed officers or other detachment personnel to obtain additional information or clarification. Upon receipt, makes necessary updates and corrections. Verifies data entry of peers.
3. Operates and maintains CPIC Gateway 24/7 which includes receiving and processing confidential and sensitive broadcasts, hit confirmation messages, unsolicited messages, and zone and provincial alerts that are critical to officer and public safety and security.
4. Modifies CPIC entries, ensuring that updated information does not conflict with existing documentation in the system.
5. Responds to enquiries from and provides CPIC information to court case managers, detachment personnel and authorized individuals and agencies, informing Supervisor of breaches of CPIC policy, e.g., request for information by an authorized person for an improper purpose.
6. Ensures that electronic information is supported by hard copy documents, e.g., warrants, charges, probation orders. Maintains files in accordance with retention periods and relevant CPIC and OPP policies. Performs monthly validation checks of current CPIC records, and assists CPIC Auditors, as required.
7. Removes expired files on monthly purge lists and checks contents for errors and discrepancies, making necessary corrections.
8. Maintains up-to-date CPIC manuals and related information. Monitors equipment to maintain in good working order, reporting any malfunctions to Supervisor.
9. Performs other duties, as assigned.

### Staffing and Licensing Requirements:

Keyboarding speed, if required, determined by specific location. Ability to pass an OPP background security investigation. Ability to work shift work.

### Knowledge:

Knowledge of and skills in personal computer operation and specialized programs such as CPIC (including the audit command language for CPIC, ACL), NICHE, VIN Assist, PARIS/MTO Inquiry Services,

ACCUPIES/NCIC to create and modify entries, cross-reference, and conduct searches. Knowledge of OPP policies, Police Orders related to CPIC, CPIC Reference Manual and Freedom of Information and Protection of Privacy Act (FOIPPA) to understand data/information requirements, to enter and retrieve necessary data. Knowledge of applicable Federal and Provincial Statutes including the Criminal Code of Canada, Police Orders, CDSA (illegal drugs), Alcohol Control, Narcotic Control, Federal and Family Court orders, ACCUPIES, NCIC, Offender Management System, Wandering Persons Registry, Surveillance Files, YCJA (Youth Criminal Justice Act), Highway Traffic Act, to enter and retrieve CPIC data and to perform quality control checks on information received. Knowledge of police jurisdictions in the province of Ontario and ability to read and understand court documents in order to create and modify entries and conduct searches. Knowledge of records management systems – OMPPAC and RMS, in order to query records and retrieve required information to support CPIC entries.

#### INTERPERSONAL AND COMMUNICATION SKILLS:

Oral communications skills to obtain missing or correct information and to clarify unclear information; to respond to inquiries on CPIC data from court case managers and personnel from detachments and other police agencies and to provide CPIC information to authorized individuals and agencies. Written communication skills, including use of spelling and grammar when sending narrative/hit confirmation messages.

#### PROBLEM SOLVING/COMPLEXITY:

Identifies incorrect or insufficient data/information and obtains current data from appropriate source. Ascertains errors and discrepancies in CPIC files when performing monthly validation checks and makes necessary corrections.

#### Judgement:

Performs duties in accordance with prescribed policies and procedures, interpreting when a resource person is unavailable. There is some discretion in prioritizing the order of data entry, as well as creating short forms to meet data entry requirements. CPIC operators must strive to meet national and provincial error rates of within 2% or less.

#### RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:

There is a requirement to provide on-the-job training to new CPIC Operators with written documentation forwarded to supervisor.

#### PHYSICAL AND SENSORY DEMANDS:

##### Physical Demands:

Frequent, extended sitting at a computer terminal while entering & retrieving information and performing quality control.

Finger dexterity for inputting, modifying and retrieving CPIC data/information.

Daily filing requires bending and reaching and occasionally lifts large CPIC paper rolls (35 lb.) and paper boxes (20 lb.).

##### Sensory Demands:

Increased level of visual concentration required in working simultaneously with two CPIC computer screens.

Requirement to exercise concentration when reviewing data, ensuring accuracy of information to be entered on CPIC.

Work must be prioritized and completed while dealing with interruptions; walk-in and telephone enquiries.

Auditory demands when answering phone calls from officers, detachment users, etc.

#### WORKING CONDITIONS:

Works in a standard office environment.