EXTERNAL POSTING

Non-Union Full-Time Position

Front Counter Reception

Truro Police Service

Competition Number: TPSFC1126

Posting Date: Friday November 13, 2026

Closing Date: Friday November 27, 2026 at 4:00 pm

The Town of Truro will receive applications for a Front Counter Reception position with the Truro Police Service. This is a permanent, full-time non-union position.

The Front Counter Reception is responsible for greeting the general public and directing inquiries to the proper departments. In addition to key responsibilities, the front counter assistant provides support to departmental staff as required. This support includes providing assistance to Dispatch, as requested and required, especially during high volume and critical incident times.

A detailed job description can be found on the Town of Truro's website (www.truro.ca)

Qualifications and Requirements:

- Completion of High School or equivalent;
- Post secondary education in a clerical and administration field, as asset;
- Minimum two (2) years experience working in an office environment;
- Working knowledge of general office practices with emphases on data entry, file maintenance;
- Proficient keyboard and word processing skills;
- Working knowledge of current computer programs/applications in use by-law enforcement agencies, an asset;
- Understanding of Federal and Provincial Statutes and Municipal by-laws, as asset;
- Understanding of the Privacy Act;
- Understanding of the legal/court system, as asset;
- Ability to work in a team environment and address conflict in a healthy, positive and proactive manner.
- Excellent interpersonal and communication skills.
- Possess problem solving ability; be self directing; demonstrate the ability to work to meet deadlines; possess a high-level attention to detail; and have the ability to multi-task.

Special Requirements:

- Required to maintain confidentiality and discretion;
- Criminal Record Check;
- Valid Nova Scotia Driver's License and acceptable driving record.

Application Provisions:

Interested applicants must submit a resume with a concise covering letter highlighting relevant qualifications and experience. Competition number must be clearly indicated on the envelope and covering letter. Only applicants selected for an interview will be contacted.

Start Date:	Immediately
Salary:	In accordance with Town of Truro approved non-union salary range.
Closing Date for Applications:	Friday November 27, 2026
Forward applications to:	Tammy Totten, Manager of Human Resources Town of Truro 695 Prince Street Truro, NS B2N 1G5 Email: jobs@truro.ca

The Town of Truro is committed to fostering an inclusive working environment and encourages applications from a wide spectrum of backgrounds and experiences. We encourage individuals from historically underrepresented communities, including Black, racialized and Indigenous Peoples, members of the 2SLGBTQIA+ community, newcomers to Canada, and People with Disabilities, to apply.

Position Description
Front Counter Reception
Truro Police Service
October 2026

POSITION SUMMARY:

The Front Counter Reception is responsible for greeting the general public and directing inquiries to the proper departments. In addition to key responsibilities, the front counter assistant provides support to departmental staff as required. This support includes providing assistance to Dispatch, as requested and required, especially during high volume and critical incident times.

REPORTING RELATIONSHIPS:

Reports To: Office Manager

KEY WORKING RELATIONSHIPS:

Internal:
- Truro Police Service
- Other Town Departments

External:
- General Public
- Outside Agencies

RESPONSIBILITIES/ACCOUNTABILITIES:

- Greet and assist public walk-ins
- Answer telephone and address inquiries and/or redirect as required
- Assist dispatch with phone calls during high volume and critical incident times
- Liaison between lock up contractor and TPS; cell coverage as required, scheduling, train new lockup staff
- Respond to inquiries from insurance companies for file information regarding motor vehicle collisions (58A's)
- Criminal records checks for Certn, Maritech, and other records check contracted companies
- Complete Enhanced Reliability records checks for Certn
- Enter parking tickets in the appropriate computer system and follow-up on monthly unpaid tickets
- Invoicing for unpaid tickets monthly
- Preparation of court forms for overdue tickets for court appearance
- Assist office administration and dispatch staff, as required and directed
- Maintain close working relationship with members within the department to ensure continual exchange of information with on-going activities
- Participate in departmental and town organized training and development activities, in addition to attending career development training, as directed
- Other assigned responsibilities within the scope of the position and personal qualifications
- Work hours 8:00 am – 4:00 pm Monday to Friday

PROFESSIONAL SKILLS:

<u>Education, training, and experience:</u>

- Completion of High School or equivalent;
- Post secondary education in a clerical and administration field, as asset;
- Minimum two (2) years experience working in an office environment;
- Working knowledge of general office practices with emphases on data entry, file maintenance;
- Proficient keyboard and word processing skills;
- Working knowledge of current computer programs/applications in use by-law enforcement agencies, an asset;
- Understanding of Federal and Provincial Statutes and Municipal by-laws, as asset;
- Understanding of the Privacy Act;
- Understanding of the legal/court system, as asset;

COMPETENCIES:

- Excellent inter-personal skills;
- Excellent communication skills;
- Possess problem solving ability; be self directing; demonstrate the ability to work to meet deadlines; possess a high-level attention to detail; and have the ability to multi-task.

SPECIAL REQUIREMENT:

- Required to exercise discretion when dealing with confidential information;
- Required to obtain a security level of Enhanced Reliability.

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Office environment;
- Exposure to crisis, emergency, conflict, emotional and difficult situations.

AUTHORIZING SIGNATURES

Officer Manager

_____ _____

(*Signature)* *(Date)*

INCUMBENT'S SIGNATURE

Employee:

_____ ___

(Signature) *(Date)*