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From: Tina Shallow, PD Office Manager

A thorough review of the Clerk Typist position at the police department was conducted. During this review a substantial difference in the duties and responsibilities in the job description compared to the actual work performed by the Clerk Typist was identified.

Over the years additional responsibilities had been transferred to the role of the clerk typist but not identified as a change in the job description. To increase efficiency and provide variety, each Clerk Typist was given a primary responsibility that carries advanced skills and abilities. They rotate rudimentary tasks which represent a small percentage of their workload.

The current job description is presented as this were an entry level position. Although the minimum education level for the position is high school, this position requires advanced skills in professionalism, communication, and problem solving. They must have strong analytical skills, technical skills and integrity. The Clerk Typist in this position must know their way around the technology and language of an office environment. These are skills that typically are learned over a minimum of 2-5 years of professional or on the job experience and are a minimum requirement for this position. They work under general supervision, but are expected to make decisions based on established procedures and utilize problem solving skills.

An updated job description identifies major components of the position that were previously excluded, but are performed by the Clerk Typist. The daily responsibilities are much greater than repetitive data entry functions. They must be able to communicate effectively with the variety of citizens that come in or call the police department with questions. Many times, they will be faced with people that are hostile or are presenting a difficult situation. The Clerk must be able to effectively defuse the situation by applying competencies like active listening, courtsey, tact, and clear communication. The clerk must be knowledgeable in a wide variety of community resources available to assist citizens with when they need to be directed to other departments or agencies.

Responsibilities that have been added over the years include managing processes that are instrumental in keeping updated records. The Clerk Typist facilitates all areas of the alarm permit process by assisting individuals and businesses with the application, collecting payment, providing explanation as to what is considered a false alarm and any fines or penalties that may be associated with it, entering them into the database and maintaining updated contact information. The Clerk typist manages the towed vehicle procedure by processing the report, generating a towed vehicle letter to the vehicle owner, initiate follow up with the tow company, facilitate the completion of the Seized/Abandoned/Unregistered Vehicle Transfer Certificate, process all additions to the record for all correspondence and complete the process with the Wisconsin Department of Transportation Bureau of Vehicle Services. The Clerk Typist is responsible for maintaining the complete parking ticket records, payment processing, tracking statistics, sending notices, facilitating contested parking tickets, processing registration suspension with the Department of Transportation and processing Tax Intercept collections with the Wisconsin Department of Revenue.

In the pay grade of E, the only other City of Manitowoc position with primary clerical responsibilities is the Transit Customer Service Clerk. When comparing that job description to that of the Clerk Typist there is a considerable difference in the amount of responsibility. The Clerk Typist needs to be knowledgeable in numerous police department processes, systems, and software applications that are routinely used in this position. The Clerk Typist must have the skills and abilities to perform each at a proficient level. They also are responsible for using sound independent judgement to perform this work while maintaining a high level of confidentiality.

In the pay grade of F, the City of Manitowoc positions with primary clerical responsibilities are Administrative Support Specialist positions in Finance, DPI, and the Police Department, along with Municipal Court Clerk, and Police Department Property Evidence Clerk. The job descriptions of these positions require equal responsibilities at a high competency level as the work being performed by the Clerk Typist.

I am requesting that due to the substantive changes that have been made to the requirements of the Clerk Typist position long term, that the job description be updated and pay scale be adjusted to properly compensate for the duties and responsibilities that have been assigned. This would include changing the job title of Clerk Typist to Police Administrative Clerk.