

Job Description

Human Resource Use Only

Position Number: 10034

Step/Grade - ~~EF~~

Effective Date: 01/2018

Revised: 03/2021

POSITION IDENTIFICATION

Position Title: Police Administrative Clerk ~~Typist~~
Department: Police
Status: Full-time, Non-exempt
Workweek: Mon – Fri (~~7:30 a.m. – 4:30 p.m. or 8:00 a.m. – 5:00 p.m.~~)

SUPERVISORY RELATIONSHIPS

Reports to: Office Manager
Directly Supervises: None

POSITION PURPOSE

A Police Administrative Clerk works under the direction of the Deputy Chief and/or Office Manager. This position is responsible for accurately maintaining the records filing system and/or database to manage, access, and preserve electronic and paper records. This employee must be able to simultaneously perform clerical, customer service, and department duties. Clerical duties include typing, filing, data entry, copying, scanning, and answering phones. Customer service duties involve frequently assisting the public who are seeking help and information at the customer service counter and on the telephone. They must deal tactfully and effectively with a variety of people in hostile and/or difficult circumstances and have specific knowledge of department operations, policies, procedures, and a broad knowledge of community resources to provide accurate information. The clerk must have the skills and ability to perform proficiently in the operation of various systems and software applications that include but not limited to the Clancy ticket issuing system, Tracs, Tipps, Springbrook, Livescan, Aegis, Phillips Speech Exec, AS400, TIME system terminal, and Microsoft applications. This employee must be able to use initiative and sound independent judgement within established guidelines to perform this work and maintain a high level of confidentiality.
~~engages in repetitive office work, including typing, filing, data entry, copying, answering telephones and customer service that requires specific knowledge of department operations, policies and procedures in order to process transactions and respond to customer inquiries and complaints. The work is performed under general supervision permitting some exercise of independent judgment in carrying out the details of the work. Detailed instructions are given for new or difficult assignments and work is reviewed in process or upon completion for accuracy.~~

ESSENTIAL DUTIES

- Type letters, licenses, TRIAD meeting minutes and similar material from rough draft or clear copy.

- ~~Type's letters, licenses, minutes and similar material from rough draft or clear copy; Transcribes narratives of offense reports dictated by officers.~~
- Prepares various mailings such as but not limited to parent notifications for juvenile offenses, re-notification of court notices, traffic or ordinance violations, field warnings, towed vehicle letters, and parking notices to include school zone parking, street sweeping or spring/fall brush pickup.
- Follow procedure for return mail to locate updated address information. Requires research using various methods and TLOxp program.
~~If such items are returned, attempts to locate new address.~~
- Accurately handle financial transactions by processing payments and daily cash drawer
Completing a daily reconciliation of the money drawer.
- Prepare interoffice mail and daily cash deposits.
- Process payment and schedule home inspection with Community Service Worker for a Four Animal Permit.
- Files various documents including but not limited to, such as reports, bicycle or entertainer various licenses and permits, parking tickets, field warnings, traffic citations, fingerprints, or other documents, alphabetically, numerically or according to predetermined classifications;
- Prepare documents for copying procedures and process E-Referrals to the District Attorney's Office, along with forwarding appropriate copies forwarded to City Attorney's Office or County Juvenile Intake Program.
- Process SID and FBI identification numbers that are received from the State of Wisconsin Department of Justice.
- Assist in end of month report processing to include verification of waiting for complaint file and statistics for committee meetings.
- Process sex offender paperwork into Aegis.
- Merge officer reports into Aegis. Determine formatting based on ordinance court dates, reports containing charges, further investigation possibly leading to charges and process other non-digital evidence.
- Maintains parking ticket records, payment processing, tracking statistics of tickets by type and amount, keeping count, sending 15 day notices, contested parking tickets, registration suspensions and satisfactions and Tax Intercept collection processes through extended knowledge of the Clancy ticket issuing system.
- Facilitate the alarm permit process by assisting individuals and businesses with the application, collecting payment, explaining what is considered a false alarm and any fines or penalties that may be associated with it, entering them into a database, and maintaining updated contact information.
- Make phone contact when record requests are completed and ready for pick up and processes the payment.
- Process applications received from the City Clerk's office for various permits and licenses according to the established guidelines and maintain appropriate documentation.

- Prepare background checks for various city licenses, such as but not limited to Class B Liquor, Bartender, Solicitor, Adult Entertainer, 4 Animal Permit, and Taxi Cab or Cabaret licenses.
- If such license requires a badge, create badge for said licenses that require a badge, retired officer firearm certification, Triad member, and others as approved by Chief of Police Chief.
- Operates office equipment, such as but not limited to computer, a copier, transcriber, facsimile machine, scanner, credit card reader, and folding machine.
- Enters Manitowoc Police Department field warnings into computer. Monitors warnings requiring action for compliance.
- Transcribe narratives of offense reports dictated by officers through Phillips Speech Exec program.
- Assist in the daily operations by answering a multi-line telephone, assisting the public at the front counter by providing information, receiving payments such as parking tickets, citations, various licenses and permits or record checks, taking reports and assisting in the resolution of problems.
- ~~➤ Operates office equipment, such as but not limited to a copier, transcriber, facsimile machine, scanner, and folding machine.~~
- ~~➤ Prepares various mailings such as but not limited to parent notifications, traffic or ordinance violations, field warnings, tow letters, school zone parking, street sweeping or spring/fall brush pickup. If such items are returned, attempts to locate new address.~~
- ~~➤ Enters Manitowoc Police Department field warnings into computer. Monitors warnings requiring action for compliance.~~
- ~~➤ Prepare documents for copying procedures and process E-Referrals to the District Attorney's Office, along with appropriate copies forwarded to City Attorney's Office or County Juvenile Intake Program.~~
- ~~➤ Maintains parking ticket records, keeping count, sending 15 day notices, contested parking tickets, registration suspensions and satisfactions and Tax Intercept collection processes.~~
- ~~➤ Prepare background checks for various city licenses, such as but not limited to Class B Liquor, Bartender, Solicitor, Taxi Cab or Cabaret licenses. If such license requires a badge, create badge for said license or approved by Chief of Police.~~
- ~~➤ Completing a daily reconciliation of the money drawer.~~
- Fills out Complete individual fingerprint cards manually or LIVESCAN including correct charge, state statute and/or city ordinance, state code and vital statistics;
- Manage towed vehicle procedure by processing the report, generate a towed vehicle letter to the vehicle owner, initiate follow up with the tow company if vehicle has been picked up, if applicable, facilitate the completion of the Seized/Abandoned/Unregistered Vehicle Transfer Certificate with the tow company, process additions to the record for all correspondence, and complete the process with the Wisconsin Department of Transportation Bureau of Vehicle Services.
- Assist other departments when needed.
- Contribute to the ongoing efforts to continuously improve key processes, reduce costs, and improve efficiencies and effectiveness of the department's service to its customers.

- ~~Receives and organizes various work to be processed. Proofreads report and produces an accurate, clean and complete incident/case report during the merging process.~~

OTHER DUTIES

- ~~Operate various computer programs and software as deemed necessary for the position. This includes but is not limited to the Microsoft Word, Microsoft Excel, TIME System Terminal, Aegis Records and Computer Aided Dispatch Software, Livescan or Springbrook Software.~~
- ~~Ability to become Wisconsin TIME System Certified within six (6) months of employment and to be re-certified every two (2) years.~~
- ~~Perform scanning functions with historical information.~~
- Perform other duties as assigned.

MINIMUM POSITION QUALIFICATIONS

Education: High school diploma or equivalent
Experience: Successful completion of post high school courses in Administrative assistant or general office assistant courses preferred. Vocational secretarial courses or Would consider any combination of education and and 2 or more years of full-time office experience that provides equivalent knowledge skills and abilities as determined by the ~~Chief of~~ Police Chief. At least 18 years of age.

Certifications/Licenses: None required. Must be able to obtain Wisconsin Department of Justice T.I.M.E. System operator certification.

~~None required~~

Other Requirements: ~~Essential knowledge of modern office principles and practices and the ability to use transcription equipment and accurately enter data into a computer via a computer terminal. Ability to type accurately at a speed of 60 w.p.m. Ability to learn modern computer technologies and software applications. Exceptional written and verbal communication skills (spelling, grammar, vocabulary, etc. Ability to follow oral and written instructions. Ability to work with and maintain confidentiality of sensitive/confidential public and departmental information and contacts. Ability to learn the laws, ordinances and regulations with respect to job duties. Ability to handle difficult and complex office situations and exercise good judgment and make proper dispositions. Ability to maintain effective working relationships with employees and other agencies.~~

KNOWLEDGE, SKILLS, & ABILITIES

This position must possess the ability to communicate tactfully and effectively with a variety of people in hostile and/or difficult circumstances; clearly explain department procedures to members of the public; receive money and give accurate change; handle difficult and complex office situations and exercise good judgment and make proper dispositions. Knowledge of

personal computing, specialized applications and databases common to law enforcement agencies and able to type accurately at a speed of 60 w.p.m. is required. This position must also possess the ability to effectively organize, prioritize and coordinate own work flow and several activities simultaneously; follow oral and written instructions. Must be able to work with and maintain confidentiality of sensitive/confidential public and departmental information and contacts.

~~Knowledge of office methods, practices and equipment; proficiency and accuracy in word processing and using a typewriter; ability to receive money and give accurate change; ability to keep accurate records and make accurate reports; ability to follow oral and written instructions; ability to keep information confidential; tact and courtesy; some knowledge of computer programs; Ability to communicate effectively with department staff; ability to clearly explain department procedures to members of the public. Ability to perform calculations of addition, subtraction, multiplication and division. Ability to assess and handle situations with irate customers in a calm manner by exercising good judgment, decisiveness, tact and courtesy.~~

BACKGROUND CHECK

Condition of employment

PHYSICAL DEMANDS

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manual Dexterity:** While performing the duties of this job, the employee is regularly required to coordinate hands, eyes, feet and limbs in performing semi-skilled movements such as operation of a computer keyboard, telephone, calculator and transcription equipment. Must be able to tolerate the frequent repetitive motion required in typing.
- Physical Effort:** The employee is occasionally required to exert light to medium physical effort in sedentary and light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching and crawling. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, and ability to adjust focus.
- Working Conditions:** The work of this position is performed in an office environment where the noise level is generally moderate to quiet.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.