

14-629

# **2014 Budget**

## **Clerk I – New Position Justification Report**

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# Clerk I Report

## History

A brief history of the clerical staff reveals that the Clerk 1 staffing has fluctuated by the work load demands placed on that position by the organization.

- **2000-2002** 5 Full-time Clerk 1 positions and 2.5 Clerk III positions
- **2003** 4 Full-time Clerk 1 positions and 2.5 Clerk III positions
- **2004** 3 Full-time Clerk 1 positions, 2.5 Clerk III positions and 1 Court/Evidence Clerk
- **2005-2011** 3.5 Full-time Clerk 1 positions, 2 Clerk III positions and 1 Court/Evidence Clerk
- **2012-2013** 2 Full-time Clerk 1 positions, 2 Clerk III positions and 1 Court/Evidence Clerk

In 2002 Police Chief Perry Kingsbury did a department wide reorganization. The clerical staff went from 7.5 people to 6.5 people.

The 6.5 clerical staff positions, and the work they perform, were reviewed again in 2005. The half time Clerk III position was changed to a lower paying half time Clerk I position.

In 2011 the clerical staff was reduced by 1.5 positions due to budget/personnel cuts. The staff was reduced in 1.5 Clerk 1 positions.

The clerical staff currently consists of 2 Clerk 1 positions, 2 Clerk III positions, and 1 Evidence Clerk; for a staff of 5 positions who fall under the supervision of the Office Manager.

## Staffing Poll Data

A January 2009 poll from the Police Executive Group (PEG) shows that Wisconsin cities with a population between 20,000 and 40,000 have police departments that employ an average of 2.21 employees per 1000 residents. The average for cities with populations over 40,000 was 3.62 employees per 1000 residents. The City of Manitowoc Police Department employs 2.16 full time employees per 1000 residents serving a total population of 33,917.

## Position or Job Description

The job description for the Clerk I position outlines the essential and non-essential job functions, desired qualifications and abilities, as well as the physical demands to perform this job for the City of Manitowoc. The latest revision to the Clerk I job description was done in 2012 and does not contain parking assignments. A draft copy of the new job description outlining the parking assignments is attached to this report.

The Clerk I is currently an entry level position earning the lowest wage of all clerks employed by the City of Manitowoc. The Police Department employs the majority of the Clerk I positions so it is not uncommon for a Clerk I at the Police Department to sign for higher wage earning positions at other city departments.

## **Work Load**

The position of Clerk I perform a variety of data entry duties as described in the job description. Many of these duties are directly and indirectly subject to completion deadlines and demands from the local, state, and federal government agencies.

On March 1, 2005 former Chief Perry Kingsbury decided to outsource all parking ticket assignments to Citation Management out of Milwaukee, WI. Citation Management provided the following services to the Manitowoc Police Department:

- Entry of all parking tickets
- Searched for registered owner information
- Processed all payments (internet, phone, mail or drop off at department)
- Prepared all notices
- Mailed all notices
- Call center availability for citizens
- Applied license plate suspensions with Madison DMV
- Released license plate suspensions with Madison DMV
- Collections
- TRIP

This decision was made in order to release some of the duties in the clerical staff as the workload of reports, citations, record checks, etc. were continuing to increase at a rapid pace and there was a reorganization of clerical staff. The expectations of Citation Management was that they were a full-service parking management company and a leading provider of parking management products and services to municipal and commercial clients worldwide. Citation Management would be responsible for accurately tracking and logging all correspondence regarding payments, notices, suspensions, and collections. They also offered the option of a Call-Center where citizens could call them directly and answer their questions, without having to call the police department. It was also available to the citizens to make payments for the parking tickets online, over the phone and reduce window traffic at the front counter of the police department.

Throughout the coming years Citation Management's fees provided for these services increased, while customer service to the citizens and the police department decreased. Poor service lead to their replacement with Clancy Systems.

By contracting with Clancy Systems the Manitowoc Police Department can better regulate their parking ticket management and collections and serve the citizens of Manitowoc with better customer service. In order to achieve this goal, the Manitowoc Police Department has expanded duties and services related to parking violations to include:

- Increase window traffic for payments, questions, contesting parking tickets
- Increase phone calls regarding parking tickets
- Enter manual parking tickets only (Less than 1,000 per year)
- Post payments in Clancy System/Springbrook System
- DMV Interface to obtain registered owner information
- Create and mail notices
- Apply registration holds
- Remove registration holds
- Access TRIP for collection process
- Turn files over to City Attorney for further processing if no collection has been made

Your Clerk I is the first point of contact the public has with city government at the police department. The Clerk I assigned to the front window must interact with the public and cope with the varying degrees of frustration and anxiety that causes that person to need police intervention. The Clerk I must be polite and courteous as they attempt to route the individual towards the correct solution. The phone tree at the Manitowoc Police Department routes incoming phone calls to the front desk if the caller does not pick an option presented to them by the operator. The department receives over 8,000 phone calls and window traffic annually without having to answer questions concerning parking tickets. This number will increase dramatically.

Other Clerk 1 duties will be split with the addition of this new position in order to balance the workload of other staff members. With the request of an additional clerical position for the parking ticket duties, below is a listing of the number of hours by seasonal employees and administrative leave employee(s) working in the clerical area in addition to regular clerical staff members in order to keep up with demand of processing the paperwork the department already receives:

### **January 1, 2012 to December 31, 2012**

5 regular staff members (Regular Hours/Code 100)	9,011.50 hours
Seasonal #1	560.83 hours

Seasonal #2	296.00 hours
Seasonal #3	510.50 hours
Seasonal #4	444.00 hours
Seasonal #5	217.50 hours
Seasonal #6	451.50 hours
Overtime hours worked by all regular staff members	56.50 hours
Administrative Leave #1	194.50 hours
Administrative Leave #2	<u>756.50 hours</u>
Total Number of Hours in Records Division	12,040.33 hours
Total Number of Hours Above Regular Staff Members	3,028.83 hours

### **January 1, 2013 to December 31, 2013**

5 regular staff members (Reg. Hrs./Straight OT/Code 100)	8,834.75 hours
Seasonal #1	591.75 hours
Seasonal #2	192.00 hours
Seasonal #3	410.50 hours
Seasonal #4	433.00 hours
Seasonal #5	263.00 hours
Seasonal #6	162.25 hours
Seasonal #7	308.50 hours
Seasonal #8	79.00 hours
Overtime hours worked by all regular staff members	228.75 hours
Administrative Leave #1 (13 weeks @ 37.5 hrs. per week)	<u>487.50 hours</u>
Total Number of Hours in Records Division	11,991.00 hours
Total Number of Hours Above Regular Staff Members	3,156.25 hours

For 2014 year to date the additional parking ticket duties has meant over 30 hours of additional clerical work per week that includes over 1175 additional transactions in the first 3 months of 2014. As you can see from the numbers listed above there is a large volume of paperwork that flows through the records division of the police department and managed for local, state and federal government agencies. With the addition of the new Clancy System and parking ticket assignments, there is an extreme need for at least one additional clerical staff member.

### **Summary**

Also attached is a Manitowoc Police Department Statistics sheet for a comparison of case reports, incident reports, and field warnings from 2006 through 2012 and the 2014 year to date parking ticket information. While the statistical data provided may not reflect all internal changes that have taken place over the last few years, it does show an increasing work load during a difficult economy. The long term effects of new technology have not reduced overall demand on the staff. Long term projects will continue to fill unallocated time as we try to work towards being more efficient. I strongly believe that the clerical staff at the Manitowoc Police

Department should be increased to accommodate the historical and current volume of clerical work at the Manitowoc Police Department and ask the Committee to approve my request to fill a new Clerk I position.

Thank you for taking the time to consider my proposal.

## **Job Description – DRAFT COPY**

### **POSITION IDENTIFICATION**

**Position Title:** CLERK TYPIST I - PARKING

**Division:** POLICE

**Status:** FULL TIME NON EXEMPT

**Workweek:** Mon – Fri (7:30a.m.- 4:30p.m. or 8:00a.m.- 5:00p.m.)

### **SUPERVISORY RELATIONSHIPS**

**Reports to:** Office Manager

**Directly Supervises:** None

### **POSITION PURPOSE**

A Clerk Typist I engages in repetitive office work, including typing, filing, and the operation of various office machines. Detailed instructions are given for new or difficult assignments and work is reviewed in process or upon completion for accuracy. Since this is the beginning class in this series, alertness and a willingness to learn and prepare for assignments of progressive difficulty are essential. A Clerk Typist I may check the work of other clericals for accuracy, but does not exercise direct supervision.

### **ESSENTIAL DUTIES**

1. Providing excellent customer service through being efficient, accurate and factual on a variety of parking matters.
2. Knowledge of applicable laws, local ordinances and department rules and regulations of the Manitowoc Police Department.
3. Responding to and promptly addressing written and telephone enquiries from the public on parking matters.
4. Updating and proactively maintaining databases with registered owner information and payments.
5. Ability to multitask under challenging timescales
6. Assist at the front counter regarding parking ticket issues and payments.
7. Receive information from Madison DMV Interface regarding registered owner information
8. Place registration holds on vehicles and remove registration holds when necessary
9. Place parking tickets on TRIP if payment is not received in allowed time frame

## **OTHER DUTIES**

1. Types letters, forms, licenses, reports, minutes and similar material from rough draft or clear copy;
2. Files correspondence, registration cards, forms and other materials alphabetically, numerically or according to predetermined classifications;
3. Receives incoming calls, takes messages and gives information; Operates copier and other office machines;
4. Enters Manitowoc Police Department field warnings into computer. Files warning slips and monitors warnings requiring action for compliance.
5. Maintains parking ticket records, keeping count, sending ten day notices, court citations and registration suspensions and satisfactions.
6. Enter accurate information into cash register, receive payments and place money into cash register and give accurate change and receipts.
7. Fills out individual fingerprint cards, including correct charge, state statute and/or city ordinance, state code and vital statistics;
8. Transcribes dictation from officers to corresponding incident reports.
9. Receives complaints from public at front counter.
10. Maintains simple clerical and accounting records;
11. Assists in processing of juvenile referrals.
12. Transcribes court dispositions and enters them in computer.
13. Does related work as required.

## **MINIMUM POSITION QUALIFICATIONS**

**Education:** High school diploma or equivalent

**Experience:** Vocational secretarial courses or any combination of education and experience that provides equivalent knowledge skills and abilities as determined by the Chief of Police

**Certifications/Licenses:** None required

**Other Requirements:**

## **KNOWLEDGE, SKILLS, & ABILITIES**

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, division. Ability to assess and handle situations with irate customers in a calm manner by exercising good judgment, decisiveness, tact and courtesy. Ability to perform calculations of addition, subtraction, multiplication, division

## BACKGROUND CHECKS- 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.

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