

# Job Description

<b>Human Resource Use Only</b>
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<b>Position Number:</b> <b>Step/Grade - E</b> <b>Effective Date: 01/2018</b>
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## POSITION IDENTIFICATION

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**Position Title:** Clerk Typist

**Division:** 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

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**Reports to:** Office Manager

**Directly Supervises:** None

## POSITION PURPOSE

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Under the direction of the Deputy Chief and/or Office Manager, a Clerk Typist 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

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- Type's letters, licenses, minutes and similar material from rough draft or clear copy; Transcribes narratives of offense reports dictated by officers.
- Files various documents, such as reports, bicycle or entertainer licenses, parking tickets, field warnings, or other documents, alphabetically, numerically or according to predetermined classifications;
- 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 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 individual fingerprint cards manually or LIVESCAN including correct charge, state statute and/or city ordinance, state code and vital statistics;
- 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

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- 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

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**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. At least 18 years of age.

**Certifications/Licenses:** 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.

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## **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 and division. Ability to assess and handle situations with irate customers in a calm manner by exercising good judgment, decisiveness, tact and courtesy.

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## **BACKGROUND CHECKS- Condition of Employment**

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## **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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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.