

Job Description

Human Resource Use Only
Position Number: Step/Grade - Effective Date: 03.2026

POSITION IDENTIFICATION

Position Title: Police Administrative Office Supervisor
Department: Police
Status: Full-Time Non-Exempt
Workweek: Monday-Friday

SUPERVISORY RELATIONSHIPS

Reports to: Assistant Chief of Support
Directly Supervises: Directly supervises School Crossing Guards and oversees day-to-day operations of non-sworn administrative personnel

POSITION PURPOSE

The Police Administrative Office Supervisor is a high-level administrative and supervisory position responsible for directing the Records Division, overseeing non-sworn administrative operations, and supervising the School Crossing Guard program.

This position combines operational supervision with advanced administrative, technical, financial, and confidential support functions. The role requires independent judgment, discretion, initiative, and the ability to manage multiple complex projects under deadlines. The position handles highly confidential personnel labor relations, grievances, and strategic matters while ensuring compliance with record retention, reporting, payroll, training documentation, and regulatory requirements.

ESSENTIAL DUTIES

- Supervises, assigns, directs, and evaluates School Crossing Guards.
- Assists in the supervision of the records division at the direction of the Assistant Chief of Support.
- Supervises the summer employees/volunteers that work at the department in assigned duties.
- Initiates and/or modifies policies, procedures, and work strategies for administrative staff. (i.e., Desk Reference Manual/Policy Manual).
- Oversees and maintains the Department Records Management System (RMS).
- Reviews, coordinates, and updates the police reporting system to ensure all records are maintained accurately and promptly.
- Oversees and maintains Clancy parking ticket system, including payment processing, reporting, violation and fine updates, notice generation, ticket inventory management, electronic filing of ticket reviews, adding and removing accounts from tax interception, and coordination with the Department of Transportation to apply and remove suspensions, ensuring accuracy, compliance, and efficient operations.
- Manages personnel jackets in the Records Management System for both new hires and departing employees, requesting and setting up user access for Aegis, Livescan, and Clancy, provides pocket fine sheets, creates speed keys for the copy machine, assigns a mailbox, and supplies business cards.
- Ensure accurate, complete, and timely entry and validation of law enforcement records into the TIME/NCIC system.

- Maintain TIME System Advanced, Validation, Time Agency Coordinator (TAC), and Local Agency Security Officer (LASO) certification access.
- Ensure records retention and lawful destruction in accordance with the City Records Retention Schedule.
- Maintain lifelong employment and training records through the Wisconsin DOJ Training and Standards Bureau (ACADIS).
- Maintain and update departmental personnel and training files.
- Schedule meetings, prepare agendas, record and transcribe minutes, and attend designated departmental, Public Safety, and Police & Fire Commission Meetings
- Oversees confidential office communication and coordinates private meetings as needed. Ensuring secure handling and maintenance of sensitive records.
- Maintain and update webpage and internal communications, including newsletters.
- Prepares and monitors the departmental annual budget.
- Administer accounts payable and accounts receivable functions, ensuring timely and accurate processing of invoices, payments, and deposits.
- Coordinate payroll processing for administrative staff, seasonal personnel, and school crossing guards.
- Review and approve paid time off requests while maintaining adequate staffing levels.
- Monitor leave accruals, compensatory balances, and contractual wage adjustments and shift premiums.
- Prepare payroll documentation and memoranda for payroll administration.
- Prepare departmental reports, including monthly activity reports and a detailed annual report.
- Prepare and submit grant applications; ensure ongoing compliance reporting and accurate tracking of award funds.
- Manages donation tracking and donor recognition efforts for the K9 program, including acknowledgement letters, certificates, plaques, sponsorship board updates, annual donor lists, and supports various fundraising initiatives.
- Maintain emergency contact database and internal filing systems.
- Oversees and maintains the database for Business/Residential Alarm Call Up Emergency contacts.
- Oversee purchasing and maintenance of office supplies and equipment.
- Accurately count, reconcile, and prepare daily deposits.
- Coordinates, plans, and executes multiple annual departmental events and recognition programs, including the Public Auction, Crossing Guard Appreciation, Manitowoc Noon Rotary Club Police Officer, Firefighter, and Citizens of the Year, Eagles Officer of the Year, Administrative Professionals Day celebrations, and departmental retirement gatherings.
- Maintain schedules and daily calendars for department staff, as assigned, and arrange appointments with supervisory personnel, elected officials, other employees, and members of the public, exercising discretion in committing staff's time, and in referring callers and visitors to appropriate source of information or service.
- Transcribe dictation of letters, memorandums, complaints, reports, agreements, legal documents, labor negotiations strategies and planning, and other related materials.
- Maintain and update maintenance reports and records of department vehicles.
- Prepare and submit Driver Condition or Behavior reports to the Wisconsin Department of Transportation for review.
- Prepare various mailings, including, but not limited to thank you letters/cards from administration.
- Responsible for using word processing, spreadsheet, database, presentation, and e-mail software programs, along with internet technologies, in the effective execution of assigned duties.

- Reviews, sorts, and routes incoming and outgoing mail, including interdepartmental and confidential mail.
- Notarizes departmental documents

OTHER DUTIES

- Performs other duties as assigned.

MINIMUM POSITION QUALIFICATIONS

- Education:** Associate Degree preferred or the equivalent combination of experience and training which provides the required knowledge, skills and abilities, as determined by the employer.
- Experience:** Minimum of three (3) years of progressively responsible office experience. Supervisory experience preferred.
- Certifications/Licenses:** Must possess a valid WI driver’s license.
- Other Requirements:** Must possess or have the ability to obtain notary certification and Wisconsin TIME System Certification within 6 months of hire.

KNOWLEDGE, SKILLS, & ABILITIES

This position requires strong written and verbal communication skills, including mastery of English spelling and grammar, and the ability to clearly and professionally communicate department procedures to staff and the public. The incumbent must be able to read and interpret policy manuals, City Ordinances, graphs, data, and instructions in written, oral, diagram or schedule form; prepare clear, concise reports and correspondence; and draft letters to citizens based on provided criteria.

The position also requires solid mathematical skills, including the ability to perform basic calculations and apply concepts such as percentages, fractions, ratios, and proportions. The incumbent must exercise sound judgment, tact, and professionalism when handling irate individuals.

Proficiency in standard office equipment and computer systems is required, along with the ability to coordinate accurate keyboard use, perform light physical tasks, recognize job-related visual details, and train current and new employees on the records management system.

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:** The employee is required to use both hands to touch, grasp, feel, and reach with hands and arms.
- Physical Effort:** The employee is required to sit, stand, walk, talk, and hear. The employee may be required to climb, stoop, kneel, or crouch. The employee is occasionally required to lift and move up to 50 pounds. Vision abilities include distance and close vision, depth perception, and ability to focus.
- Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of

this job. The position generally works in an office environment under a controlled climate where exposure to environmental factors is minimal and poses little to no risk of injury. Occasionally required to drive a car to run errands, where employee may be exposed to heat, cold, humidity, and inclement weather. In-state travel may be required occasionally.

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.