

# Job Description

## Human Resource Use Only

Position Number:

Step/Grade -

Effective Date: ~~03/2020~~ 03.2026

Revised: ~~3.2020~~ 2026

### POSITION IDENTIFICATION

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

### SUPERVISORY RELATIONSHIPS

**Reports to:** ~~Assistant Chief of Support~~ Police Chief  
**Directly Supervises:** ~~No supervisory responsibilities~~ Directly supervises School Crossing Guards and oversees day-to-day operations of non-sworn ~~indirectly supervises the Record Division Non-Sworn a~~ Administrative p ~~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.~~

~~This is a professional administrative position offering a wide variety of administrative and technical support to the administrative staff of the Manitowoc Police Department. The work requires the exercise of confidentiality, initiative, independent judgment, and discretion in handling delegated administrative details. The duties of this position are of such a nature that the employee often works on a large volume of projects covering a wide variety of subjects and is under the pressure of completing them within a limited time. This position handles all confidential correspondence concerning personnel, grievances, union negotiations, strategies, and other confidential matters that may arise from any source. The position frequently works with considerable independence of action in preparing routine correspondence, providing information, receiving complaints, and performing other public contact work. The work is performed under moderate supervision and reviewed in a general manner on the basis of results obtained.~~

### ESSENTIAL DUTIES

- ~~Supervises, assigns, directs, and evaluates~~ Supervises, assigns, directs, and evaluates School Crossing Guards.
- ~~Assists in the supervision of the records division, assigns, and directs~~ Assists in the supervision of the records division, assigns, and directs personnel.
- ~~Assigns, delegates, and directs work activities; reviews assignments for accuracy and completion; and allocates staff to ensure efficient operations and workload distribution.~~
- ~~Supervises the summer worker~~ Supervises the summer ~~employees/volunteers~~ employees/volunteers that work at the department in assigned duties.

- ~~Participates in recruitment, selection, onboarding, training, discipline, and performance evaluations consistent with City policies.~~
- ~~Develop and maintain School Crossing Guard assignments, schedules, training coordination, and equipment distribution.~~
- 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.
- ~~➤ Receive information and requests on behalf of the Manitowoc Police Department and handle how the information is processed and disseminated.~~
- ~~➤ Assist with office administration and policy recommendation where appropriate.~~
- ~~➤ 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.~~
- ~~➤ Maintain New World personnel files.~~
- ~~➤ Maintain accurate, complete, and accessible lifelong employment and training records for officers through the Wisconsin Department of Justice – Training and Standards Bureau ACADIS portal.~~
- ~~➤ Maintain and continually update departmental personnel training files.~~
- ~~➤ Process accounts payables, accounts receivables, and meal and fuel training reimbursements.~~
- ~~➤ Handle all confidential correspondence that comes into the office concerning a variety of issues.~~
- ~~➤ Schedule confidential meetings as required, to include sending notices and agendas. Take and transcribe minutes and notes when necessary. This includes similar responsibilities for performance evaluation and disciplinary actions, as well as for union negotiations and grievance actions. Confidential records are typed, filed, and accessed by the administrative assistant.~~
- ~~➤ Attend all Public Safety and Police & Fire Commission Meetings. Also responsible for coordination of the agenda, invitations, and minutes for both meetings.~~
- Transcribe dictation of letters, memorandums, complaints, reports, agreements, legal documents, labor negotiations strategies and planning, and other related materials.
- ~~➤ Attend all Captain and Full Staff Departmental meetings. Also Responsible for taking and preparing meeting minutes.~~
- ~~➤ Assist with the annual budget preparation and work throughout the year in monitoring accounts.~~
- ~~➤ Submit and manage various grant awards, including, but not limited to the Bulletproof Vest Partnership in accordance with the Departments Body Armor policy.~~
- ~~➤ Update, maintain, and add new information to department webpage.~~
- Maintain and update maintenance reports and records of department vehicles.
- Prepare and submit Driver Condition or Behavior reports to the Wisconsin Department of transportation-Transportation for review.
- ~~➤ Conduct background checks for ride-along applicants.~~
- ~~➤ Maintain TIME System Advance and Validation Officer certifications.~~
- ~~➤ Validate records entered into the TIME/NCIC systems for accuracy, completeness, and timeliness.~~
- ~~➤ Assist the Detective Bureau in drafting warrant documents.~~
- ~~➤ Process and maintain payroll records, and monitor vacation, sick leave, and comp time balances.~~
- ~~➤ Provide bi weekly payroll memo to the payroll administrator including, but not limited to contractual progression step increases, shift premium changes, vacation hours and comp time payout requests.~~

- ~~Create monthly department newsletter, *Jay Street Blues*, soliciting content and articles, designing and formatting, and creating the final draft.~~
- Prepare various mailings, including, but not limited to thank you letters/cards from administration, and Automated License Plate Recognition alert letters.
- Responsible for ~~using~~ utilizing ~~using~~ word processing, spreadsheet, ~~data-based~~ database, presentation, and e-mail software programs, along with internet technologies, in the effective execution of assigned duties. ~~as well as internet technology in dispensation of duties.~~
- Reviews, sorts, and routes incoming and outgoing mail, including interdepartmental and confidential mail.
- ~~Ensure the destruction of departmental records in accordance with the City of Manitowoc's Records Retention Schedule.~~
- Notarizes departmental documents

## OTHER DUTIES

- ~~Establish and maintain filing system, control records and indexes using moderate independent judgment.~~
- ~~Receive and screen telephone calls and visitors.~~
- 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

### ~~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.~~

~~This position must possess the ability to communicate effectively with department staff and clearly explain department procedures to members of the public in a professional and courteous manner; read~~

~~and interpret policy manuals and City Ordinances; prepare and issue reports in a clear, concise and professional manner; add, subtract, multiply, divide, calculate percentages, fractions, and decimals; apply concepts such as percentages, ratios, area, volume, circumference, and proportions; interpret basic descriptive data and reports; ability to interpret graphs and formulas; and handle situations with irate customers in a calm manner by exercising good judgment, decisiveness, tact, courtesy, and creativity. This position must also have the ability to operate office equipment and machinery such as computer keyboard/terminal, photocopier, computer printer, calculator, telephone, transcriber, and fax machine; coordinate eyes, hands, feet, and limbs in performing skilled movements such as rapid keyboard use; exert light physical effort in lifting, carrying, pushing, and pulling; and the ability to recognize and identify individual characteristics of colors, forms, and textures associated with job-related objects, materials, and tasks.~~

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## **BACKGROUND CHECK**

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:** 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.

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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.