

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: 608-266-4998

2. Class Title (i.e. payroll title):

Administrative Clerk I

3. Working Title (if any):

Admin Clerk – Case Process

4. Name & Class of First-Line Supervisor:

Jena Kujak, Police Report Supervisor

Work Phone: 608-261-5588

5. Department, Division & Section:

Police, Records Section

6. Work Address:

211 S Carroll St., GR10, Madison, WI 53703

7. Hours/Week: 38.75

Start time: 7:00 am End time: 3:30 pm

8. Date of hire in this position:

N/A

9. From approximately what date has employee performed the work currently assigned:

N/A

-
10. Position Purpose:

Provide leadership and working knowledge in information systems and reporting within the Madison Police Department Records Section.

11. Position Summary:

This is responsible work providing leadership and support for all Clerk Typists assigned to the Case Process Unit in the Madison Police Records Section with a specific attention to and knowledge of Incident Based Reporting. This position provides direction for personnel, responds to questions, and clarifies policies and procedures. The position is responsible for ensuring consistent implementation and understanding of policies and procedures. Additional responsibilities include troubleshoot issues with the Records Management System, assist all Madison Police Department and consortium personnel with case related questions, maintain weekly guidelines on workflow and prioritize as needed. Assist the Police Report Supervisor with any other needs. Work is performed within established guidelines and under the general supervision of the Police Report Supervisor.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 20% A. Provide Leadership and Support to Case Process Unit
1. Monitor and maintain consistent quality standards
 2. Assist Case Process Unit with questions related to Incident Based Reporting requirements, the Records Management System, and other process and workflow issues that may arise.
 3. Provide direction and clarify policies and procedures to Case Process Unit.
 4. Make appropriate corrections to case errors and provide appropriate feedback to Case Process Unit or other Records Section leaders.
 5. Prioritize weekly workload in Case Process Unit.
 6. Assist consortium law enforcement agencies with questions related to Incident Based Reporting requirements or the Records Management System.
- 20% B. Customer Service
1. Respond to telephone or email inquiries from department personnel.
 2. Assist department or consortium personnel with Incident Based Reporting issues, case report documents and processes, and competing needs in the Records Management System.
 3. Troubleshoot problems with software programs and resolve issues. Provide the Police Report Supervisor with documentation regarding the issue and any unresolved issues.
 4. Work directly with leadership in other units in the Records Section with case report errors.
 5. Maintain data integrity in Records Management System.
- 20% C. Training
1. Assist with training of new programs or processes related to case reporting procedures.
 2. Assist with developing or updating training materials to be used by police personnel.
 3. Assist with training new employees in the Case Process Unit.
 4. Assist with training in Incident Based Reporting best practices with outside law enforcement agencies.
 5. Attend leadership-based, TIME system, IBR-related trainings and others as needed.
- 20% D. Perform Case Processing Duties
1. Create cases from incidents by performing data entry/indexing or merging.
 2. Review and verify detail, offenses, suspect, subject, property and vehicle Information for completion, and accuracy.
 3. Classify crimes and collect statistics in accordance with Incident Based Reporting. Identify and interpret all elements of that crime.
 4. Scan and file reports and attachments.
 5. Perform any miscellaneous and administrative tasks.
- 20% E. Other Duties
1. Serve as Validation Officer and complete monthly validation tasks in TIME system.
 2. Build Incident Based Reporting data file in Records Management System and submit to State of Wisconsin each month.
 3. Coordinate year-end data with other Records Section units so yearly statistics are available in a timely manner.
 4. Answer and investigate data inquiries from the State of Wisconsin and re-submit incidents as necessary.
 5. Maintain, organize and secure documentation in homicide/sensitive case vault.

1 day per week?

? Clerk Typist

13. Primary knowledge, skills and abilities required:

Working knowledge of all computer software applications utilized by the Case Process Unit. Knowledge of and ability to become a subject matter expert in the required elements of Incident Based Reporting. Ability to prepare basic administrative reports in the Records Management System. Ability to issue and follow written and verbal directions. Ability to maintain the security of confidential information. Ability to take initiative in dealing with situations arising within the Case Process Unit. Ability to participate in

mentoring and team building within the Case Process unit. Must be organized and detail oriented. Ability to perform all duties of a Clerk Typist assigned to the Case Process Unit. Ability to maintain adequate attendance.

14. Special tools and equipment required:

15. Required licenses and/or registration:

Must be certified in Advanced TIME within 6 months of hire, and must re-certify every 2 years thereafter. Advanced TIME certification requires online testing with a graded project. Because of this certification, candidates must undergo a thorough background check including fingerprints, and will be disqualified based on NCIC guidelines

16. Physical requirements:

The ability to sit or stand for long periods of time.

17. Supervision received (level and type):

Work is performed under the general supervision of the Police Report Supervisor.

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.