

CITY OF MADISON POSITION DESCRIPTION

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

Jena Kujak

Work Phone: 261-5588

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

Police Report Supervisor

3. Working Title (if any):

Police Case Process Supervisor

4. Name & Class of First-Line Supervisor:

Sue Fichtel, Records Section Manager

Work Phone: 266-4950

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: End time:

8. Date of hire in this position:

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

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10. Position Purpose:

To manage, maintain, implement, and staff processes that share information 24/7 throughout the Madison Police Department to aid in investigation, prosecution, and data collection.

11. Position Summary:

This is responsible supervisory and administrative work in the development, implementation and overseeing of the Police Department's Police Report and Case Processing Units within the Records Section. The Police Report Unit is staffed 24/7/365. As the supervisor of both of these units, the employee will hire, train, assign, direct, evaluate and discipline staff and oversee their processes; schedule staff according to minimum staffing requirements; troubleshoot and resolve software and hardware problems; Develop, implement and maintain policies, procedures and software programs related to report processing and data collection by both unit staff and commissioned personnel. The employee exercises considerable judgement and discretion in handling sensitive and confidential

information. Work is performed within established guidelines and under the general supervision of the Police Records Manager.

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

30% A. Supervisory Responsibilities

1. Interview, hire, train, evaluate new employees according to MPD and City of Madison guidelines.
2. Coordinate scheduling in 24/7/365 environment and maintain minimum staffing levels, maintain attendance records, and perform related payroll functions.
3. Facilitate weekly meetings and updates that affect both units working different schedules.
4. Evaluate staff performance to recognize outstanding work and/or develop improvement plans. Ensure staff are following policy, procedure, and City APMs.
5. Provide consultation and direction in more complex aspects of staff workflow.
6. Provide general leadership and support for staff; familiarity with City and workplace resources, benefits, and opportunities.

20% B. Police Report Unit

1. Manage and coordinate daily Police Report Typist workflow in transcription and field report volume and priority.
2. Develop and implement unit front-end policies and processes to fully utilize the Records Management System and related programs in the most efficient manner.
3. Manage and monitor staffing for additional tasks outside general report processing to include subpoenas, eReferrals, citizen self reports, and front window coverage.
4. Troubleshoot case report errors, transcription audio problems, missing reports in arrest or priority situations.
5. Monitor police report content and debrief Police Report Typists as necessary.

20% C. Case Processing Unit

1. Manage and coordinate daily workflow of Case Processing Unit.
2. Develop and implement unit back-end policies and processes to fully utilize the Records Management System and related programs in the most efficient manner.
3. Maintain the Records Management System integrity by setting and utilizing quality control standards.
4. Serve as subject matter expert in crime statistic reporting to FBI with Incident Based Reporting (IBR) and act as liaison between State of Wisconsin Department of Justice and Records Management System vendor for IBR reporting problems.
5. Participate in audits of IBR submissions.

20% D. Program Management

1. Manage electronic case report referral interface with Dane County District Attorney's Office (eReferral); train Detectives, provide consultation in complex cases, communicate errors, fixes, and process improvements between involved parties.
2. Manage Department's digital transcription software program; set up user and administrator groups, facilitate use in saving and/or transcribing recorded interviews, voice mails, jail calls, and maintain related records.
3. Manage case report processes in Department's Records Management System; work with Command Staff, IT, and other Records Section supervisors to create workflow across units department-wide.
4. Manage the Department's Self Report Unit allowing citizens to phone in or submit police reports online. Coordinate volume, staffing, communication with citizens on outside jurisdictions or complex cases, and update systems and processes as needed.
5. Train the Madison Police Department recruit academy on a yearly basis in police report software and processes; Manage police report evaluation process between recruit officers and Police Report Typists during 10-week field training program.

- 10% E. Miscellaneous Responsibilities
1. Evaluate staff availability to update historical case documents into current electronic format; Knowledgeable in all historical formats and storage areas for possible documents to exist and prioritize cases as needed for investigative follow up.
 2. Participate in build teams, project management, and case process support during major software updates and upgrades to Records Management System and transcription software; test new software and provide feedback as related to case process.
 3. Manage administrative and email group updates to annual Command Staff, Detective, and Patrol shift change; Act as administrator for all Madison Police Department email groups and update as needed all year.
 4. Manage case security in all homicide and sensitive cases in Records Management System; lock and unlock cases as needed. Update cold case homicide case documents to current processes as needed; maintain storage of historical homicide and sensitive case documents.
 5. Produce reports from Records Management System and transcription software to evaluate staff production numbers, case data requested by Command Staff to include but not limited to calls for service, officer report data, and case history.

13. Primary knowledge, skills and abilities required:

Thorough knowledge of grammar; punctuation, spelling, basic formatting, and related business English, and police reporting procedures and techniques. Thorough knowledge of the Incident Based Reporting input and submission procedures. Thorough knowledge of telephone communication and transcription techniques. Thorough knowledge of related computer systems, network operations, and dictation and transcription procedures and software. Working knowledge of office practices and procedures. Working knowledge of data entry and verification procedures. Working knowledge of and ability to use computers, word processing, and database applications in an office setting. Knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Ability to perform database inquiries to retrieve information. Ability to supervise the work of subordinates, including hiring, training, scheduling, performance evaluation, and establishment of work priorities in a 24/7/365 shift environment. Ability to prepare related administrative reports and assist in Records Section management. Ability to perform skilled digital transcription services in a law enforcement environment. Ability to troubleshoot computer, computer network and software problems. Ability to communicate effectively both orally and in writing. Ability to represent program interests as required. Ability to train police personnel in appropriate dictation and field report procedures. Ability to prepare accurate documentation for all related activities. Ability to interpret and make decisions in accordance with ordinances, regulations, departmental protocol, and/or established working procedures. Ability to maintain office records and files in accordance with departmental and unit standards. Ability to work in a fast-paced environment with frequent interruptions. Ability to maintain flexibility with regard to variety of assignments and contribution to the overall functionality and productivity of the unit. Ability to maintain adequate attendance.

14. Special tools and equipment required:

15. Required licenses and/or registration:

Possession of a valid Wisconsin driver's license or the ability to otherwise meet the transportation requirements of this position.

16. Physical requirements:

Work is performed in an office setting using standard office equipment. However, the incumbent will be expected to travel to various police facilities throughout the City in order to provide training.

17. Supervision received (level and type):

Work is done under the general supervision of the Records Section Manager.

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.