

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 608-266-4170

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

Clerk Typist II

3. Working Title (if any):

Clerk Typist II

4. Name & Class of First-Line Supervisor:

Jamie Doyle
Court Services Supervisor

Work Phone: 608-266-5992

5. Department, Division & Section:

Madison Police Department
Records Division
Court Services Unit/Section

6. Work Address:

Madison Police Department
City County Building
211 S Carroll St., GR10
Madison WI 53703

7. Hours/Week: 38.75

Start time: 7:30 a.m. End time: 4:00 p.m.

8. Date of hire in this position:

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

-
10. Position Summary:

Responsible for administrative support work in the court Services Unit. Implementing and coordinating of a variety of processes and office functions. These duties require judgement in following established procedures and the ability to maintain accurate records. Employees in this class, work in a specialized field performing a high volume of customer service related tasks, in person, over the phone, or via email correspondence. Duties include the use of critical thinking skills in applying investigative techniques for assessing eligibility and completing background checks related to public safety that include: Madison Police Department (MPD) Ride Along requests, licenses for establishments selling alcohol, taxi permits, second hand dealers, and solicitors. Work involves responding to inquiries and requests for official Madison Police background checks and records regarding all traffic crashes. Employees in this class complete fingerprints

for the City of Madison Crossing Guards and Mendota Mental Health patients. A successful candidate will perform a wide range of office support tasks and be able to utilize various computer systems. Employees may provide oversight and assistance to lower-level office employees as assigned. Work is performed under the general supervision of the Court Services Supervisor.

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

35% A. Crash Reports:

1. Provide administrative support for Madison Police Department by assembling, scanning, and indexing police crash reports into the Law Enforcement Records Management System (LERMS).
2. Locate, submit and disseminate requested crash reports to citizens and agencies based on approval from the Court Services Supervisor.
3. Log all requests accurately into departmental systems and scan all requests into LERMS to include specific details regarding the request (providing details needed for possible legal review and release).
4. Provide quality control by reviewing both State and MPD crash report forms submitted by officers for errors and missing information.
5. Provide general and technical support regarding crash reports to officers by effectively communicating issues with those reports.
6. Ensure crash reports are completed in a timely manner by officers by utilizing a shared log.
7. Notify City Risk Management and applicable City of Madison agencies of crashes involving city owned vehicles/city property to assist with civil claims for vehicle and property damage.
8. Transfer crash report documents into a centralized folder to help expedite traffic and criminal offense complaints.
9. Responsible for transmitting crash reports to the Department of Transportation and the resolution of any errors in that process.

25% B. Background Checks: Alcohol related licensures, Secondhand Dealer's and Solicitors

1. Review applications submitted to the City Clerk for alcohol related, secondhand dealer, and solicitor licenses to determine the applicant's eligibility based on City Ordinances and guidelines.
2. Use the TIME/NCIC system for driver records and out of state criminal histories, WI WORCS for in-state criminal histories, CCAP, Spillman (Dane County Jail System), LERMS, and TiPSS (Municipal Court System), and police reports to investigate criminal background on individuals.
3. Use all obtained information to determine if the applicants meet eligibility requirements set by the Alcohol License Review Committee (ALRC) for licensure approval.
4. Prepare files to be presented for ALRC review hearings based upon obtained background information given to MPD Captain of Traffic and Specialized Services, the ALRC, and the City Council.
5. Utilize the City of Madison government software application system (ACCELA) to update the applicant's status. The City Clerk's office then uses this information to complete the applicant process.

20% C. Background Checks: Taxi and Pedal Cab Applicants

1. Use Tyler Cashiering to collect fees from taxi businesses for submitted permits.
2. Review individual applications submitted by taxi businesses operating in the City of Madison to determine the applicant's eligibility based on City Ordinances.
3. Use the TIME/NCIC system for driver records and out of state criminal histories, WI WORCS for in-state criminal histories, CCAP, Spillman (Dane County Jail System), LERMS and TiPSS (Municipal Court system), and police reports to investigate criminal background on taxi driver applicants and the validity of their Driver's License.
4. Prepare files for the MPD Captain of Traffic and Specialized Services to present to a review hearing committee when an taxi driver applicant is contesting the denial of a taxi permit.

5. Act as liaison between Traffic Engineering, the Madison Police Department, Taxi companies and taxi driver applicants.
6. Issue permits to applicants approved for taxi licenses. This includes assigning and printing taxi ID cards utilizing specialized photographic and printing equipment.
7. Maintain and update driver personal information in LERMS to include address, phone number, assigned taxi ID number, employer, and permit expiration dates.
8. Manage the annual taxi permit renewal process for over 600+ drivers that must be completed by June 30th annually. The process includes taking payment, notification of outstanding fees, completing a background check, updating the taxi driver applicant's information in LERMS, and updating the taxi spreadsheet to reflect the status of taxi driver applicants.

10% D. Background Checks: Government agencies, Military, Non-profit organizations, Businesses, and the General Public.

1. Assist requestors in determining what type of background must be completed to best suit the request.
2. Review records in LERMS, TIPSS (Municipal Court System), and CCAP to determine if the applicants have any contact or arrests with MPD.
3. Provide redacted MPD contact reports to requestors.
4. Complete third party forms requesting information on contacts and arrest records.
5. Author Clearance and/or VISA letters in notarized or un-notarized forms regarding physical arrests with MPD.
6. Use Tyler Cashiering to process payment.
7. Accurately log all requests into MPD's database.

5% E. Records Background Checks: City of Madison Police Ride-Along, and Intern Applicants

1. Review records from LERMS, CCAP, and TIPSS (Municipal Court System).
2. Use the TIME/NCIC system for driver records and out of state criminal histories.
3. Provide pertinent findings to the MPD Public Information Officer including TIME/NCIC returns and records to be used in determining the eligibility of an applicant.

5% F. Customer Service Tasks

1. Complete the bi-annual TIME training to access the Department of Justice TIME/NCIC system in order to complete background investigations (criminal histories).
2. Assist the public with requests of reports, taxi licenses, and backgrounds in person, phone, mail, fax, and/or email.
3. Ability to navigate various software systems.
4. Ability to stay on task and be organized while being constantly interrupted.
5. Perform administrative support including data entry, scanning, and filing.
6. Participate in procedural administrative tasks such as accepting applications and issuing permits, licenses, or identification cards.
7. Ability to work in close proximity with the general public for the completion of fingerprints for Crossing Guard applicants and Mendota Mental Health patients.
8. Perform all other duties as assigned

12. Primary knowledge, skills and abilities required:

Excellent customer service skills, both in person and over the phone. Must be organized and detail oriented. Must be able to learn new software/systems. Ability to work independently and as a team. Ability to accurately and efficiently enter a high volume of data. Ability to communicate effectively, both orally and in writing. Ability to develop and maintain positive relationships with public, other agencies, and coworkers and respond to inquiries in a tactful, courteous and professional manner. Ability to professionally and firmly communicate with potentially hostile individuals. Ability to show empathy and compassion in difficult situations. Ability to provide clear, concise, and complete information to the public. Ability to interpret and make decisions in accordance with ordinances, regulations, departmental protocols, and/or established working procedures. Ability to maintain accurate departmental and city records in accordance with written procedures and standards. Ability to work in a fast-paced environment with frequent interruptions while maintaining flexibility with regard to a variety of assignments and contributing to the overall functionality and

productivity of the unit. Ability to maintain the security of confidential information. Ability to maintain adequate attendance.

13. Special tools and equipment required:

None

14. Required licenses and/or registration:

TIME certification must be obtained within 6 months of hire, and must be re-certified every 2 years. Because of this certification, a thorough background check including fingerprints will be performed on the candidate. Candidate will be disqualified based on CJIS guidelines.

15. Physical requirements:

Ability to sit or stand for extended periods of time.

16. Supervision received (level and type):

This position works under the supervision of the Court Services Supervisor and Administrative Clerk.

17. 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).

18. 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

19. 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

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.