

CITY OF MADISON POSITION DESCRIPTION

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

Jamie S. Doyle

Work Phone: 266-5992

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

Police Court Services Supervisor

3. Working Title (if any):

Police Court Services Supervisor

4. Name & Class of First-Line Supervisor:

Sue Fichtel, Records Manager

Work Phone: 266-4950

5. Department, Division & Section:

Police/Records/Court Services Unit

6. Work Address:

211 S. Carroll St.
Madison, WI 53703

7. Hours/Week: 38.75

Start time: End time:

8. Date of hire in this position:

05/29/2017

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

2017 with additional duties added in March of 2019 due to section restructure.

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10. Position Purpose:

To supervise, manage, maintain, implement and oversee all processes in the Court Services Unit of the Records Section for the Madison Police Department.

11. Position Summary:

This is professional administrative and responsible supervisory work in the development, implementation and operation of the Police Department's Court Services Unit. As the unit supervisor, this employee hires, trains, assigns, schedules, directs, evaluates, disciplines and otherwise coordinates the staff of nine Police Records Services Clerks, three Clerk Typists, and one Administrative Clerk. This work involves the ongoing assessment, development and maintenance of unit process and procedure in context of departmental policy, improving efficiencies, technological systems, Madison General Ordinances and Wisconsin State Statutes, customer service needs for the public at-large, and representing the department and departmental interests at both city and state levels. The incumbent is expected to troubleshoot and resolve all manner of process and system deficiencies, customer service challenges,

and intra/interdepartmental requests and concerns, and have the ability to determine whether information may be released in accordance with Wisconsin Public Records Law. The incumbent plans, organizes, and evaluates the Court Services Unit programs, functions, services and staff. Under the general supervision of the Police Records Manager, this work requires the considerable independent judgment and discretion in the application of pertinent regulations, necessitates the development and administration of appropriate recordkeeping systems and procedures, direct and regular consultation with command staff, and discretion on a variety of confidential departmental matters. This supervisory position represents the Madison Police Department and/or City interested with the community, other city agencies, the municipal court personnel, and other government entities as appropriate.

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

- 30% A. Supervise Police Court Services Unit personnel and related Court Services operations
1. Conduct interviews and recommend for hire, discipline or termination of unit staff according to guidelines/criteria established by Human Resources and the Police Department.
 2. Provide input on qualification criteria for Court Services positions to Records Manager and to Human Resources. Review and update position descriptions for same.
 3. Develop, coordinate, update and maintain the unit's process and procedure manual used for staff training, historical documentation, and educational purposes for the department at large.
 4. Evaluate staff performance to recognize outstanding work and/or develop improvement plans. Establish, maintain and monitor quality and quantity work standards in the unit.
 5. Create, assign and/or modify work tasks in the unit, including customer service objectives/staffing and specialized assignments including Tow/Impound Clerk, Municipal Court Liaisons (MGO Initial Appearances, Parking, Juvenile, 1st OWI) and District Court Liaisons (Criminal Traffic). Oversee processing of documentation required by the Municipal and District Courts for the prosecution of parking, municipal ordinance, traffic, and criminal traffic violations.
 6. Establish, maintain, review and update staffing minimums, levels and coordinate staff schedules to meet daily customer service needs. Evaluate staff performance and develop approaches to improve performance when necessary.
 7. Maintain attendance records, review/approve leave requests and perform related payroll functions.
 8. Establish and review individual goal-setting objectives with staff, respond to personal problems and concerns, and initiate counseling, training and disciplinary action, as needed.
 9. Troubleshoot/resolve all variety of process interruptions, software malfunctions, customer service disagreements, intra/inter-departmental concerns, requests and inquiries.
 10. Schedule, plan and run regular staff meetings with all unit personnel.
 11. Provide consultation and direction on the more complex and/or judgmental aspects of the work. Ensure that the staff is following policy, procedure, and city APM's. Provide leadership and support for unit.
- 20% B. Public Records/ Background Checks/Permits/Licenses/Motor Vehicle Crashes
1. Manage, develop and implement processes for public records crash requests, license renewals, background checks, permit renewals, clearance letters, and certified letters.
 2. Review open records requests for all motor vehicle crash reports and other requests as required. Read records/reports to determine what/if may be released to the public.
 3. Maintain familiarity with the federal Freedom of Information Act and the Wisconsin Public Records Law with regard to the review and release of police reports.
 4. Review open records requests and determine if records can be released by applying the "balancing test" in assessing the public's right to particular information and report details.
 5. Redact sensitive report information as protected in the Open Records Act, maintain knowledge of the Wisconsin Public Records Law.
 6. Meet regularly with the Records Custodian to review case law, departmental standards, questionable reports, and trends in record releases.
 7. Work directly with Human Resources, Madison Fire Department, and other city agencies to complete required background investigations for all potential City of Madison

employees using 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.

8. Oversee the use all obtained information to determine if the applicants meet eligibility requirements set by the Alcohol License Review Committee for licensure approval.
9. Oversee all taxi, and pedal cab permit applications duties.
10. Oversee all background duties for requests from government agencies, military institutions, non-profit organizations, businesses, and the general public.
11. Oversee all background duties for requests for potential ride-along persons and departmental interns.
12. Oversee the crash report duties required to be completed for the State of WI Department of Transportation and be the liaison between the DOT and MPD for any crash report data issues.
13. Respond to all public issues, comments, complaints in person, over the phone, and through email correspondence.

20% C. Courts/Parking/Records/Software Management

1. Maintain current court schedule appearing in the Department's Daily Briefing, cancelling, adding or otherwise amending dates as needed.
2. Supervise the processing of all citations issued in the city of Madison: criminal traffic, all municipal and parking and work with the Madison Municipal Court on the court processes.
3. Maintain a working knowledge of all units in the Records Section and perform basic supervisory duties for employees in the absence/unavailability of the unit supervisor.
4. Articulate unit requirements and provide input/perspective for Requests for Proposals.
5. Provide input on topics, speakers or resources and/or be responsible for introducing or presenting material for the annual all-day Records Section in-service.
6. Oversee TraCS (Traffic and Citation Software) as it relates to documents required for municipal and district courts. Contribute to trouble-shooting initiatives with regard to the use of TraCS in issuing traffic citations.
7. Manage and update statute table in the department's Records Management System.
8. Manage and update local statute table in TraCS. Manage and update parking violations, letters, and notices in the AIMS Parking System software program.
9. Work with parking software vendor to correct issues as they arise.
10. Work with office of City Attorney to review Parking Ordinances, recommend changes, address questions/concerns, and develop appropriate interpretation of the ordinances.
11. Oversee and manage the department's Citation Payment Process via the City Treasurer, in-person, USPS mail, and internet payments and the associated use of the Tyler Cashiering software system. Use Purchase Card to process all Department of Transportation Suspensions through Tyler Cashiering and the DOT processing website.
12. Respond to issues, concerns and public complaints on parking/towed vehicles.

10% D. Maintain and update the Madison Police Department Bail Schedule

1. Maintain proactive contact with the City Attorney's Office pursuant to personal review of pending local and state legislation, officer inquiries and/or communication with Command Staff. Consult with City Attorney's Office regarding clarification, verification and advice on ordinance details.
2. Maintain proactive contact with the DA's Office and State Supreme Court Liaisons on State Statute updates and changes.
3. Translate ordinance and statute additions/updates into the department's Records Management System.
4. Update unit process and procedure pursuant to changes in local ordinance, state statute or parking violations.
5. Translate amended and new statutes from legislative acts and statute language into Statute numbers, Violation Descriptions, Deposit Amounts and Points Assessed.

6. Update the 250+ pages Bail Schedule throughout the calendar year, maintain electronic Bail Schedule available on the department's intranet site, print and distribute hard copies of annual Bail Schedule.
 7. Submit draft document, create annual cover letter, update publication cover, review updates and meet with Document Services and Dane County printing annually to review and submit print order. Responsible for final approval of Bail Schedule.
- 10% E. Administrative Reporting.
1. Create and maintain logs to record, monitor and assess Tow Contractor billing, unclaimed vehicles sent to auction, billing on Parking Late Notices, and Department of Transportation billing for license plate suspensions. Follow-up with billing sources with regard to questions and irregularities, while assessing trends and/or options for change/improvement. Work with external organizations on parking issues.
 2. Perform related administrative activities to include the collection of program data and prepare narrative and statistical reports and analysis for Police Command Staff, Finance Department, and others as required.
 3. Research industry standards with regard to unit operations and provide information results and recommendations to Records Manager.
- 5% F. Coordinate, plan and oversee the administrative process for mass arrest processing.
1. Recommend arrest processing staffing levels, including up to 30-50 commissioned personnel and civilian administrative staff.
 2. Run event briefing for all commissioned and civilian event staff in context of event set-up, responsibilities and logistics at every administrative stage of arrest processing.
 3. Supervise and provide oversight at mass arrest processing events.
 4. Oversee the ordering, organizing, set-up and/or packing of all event supplies to be used at the designated main arrest processing area and in transport vans used to convey arrestees to processing location(s).
 5. Maintain/update event database, provide Command with real-time arrest updates, provide Public Information Officer with arrest updates to release to the media, query event database and provide detail reports on event statistics. Create and submit multi-year event reports to contribute to strategic planning objectives.
 6. Create/modify processes and train designated staff in specific event assignments.
 7. Create and provide arrest processing event documentation to Command Staff for inclusion in the IAP (Incident Action Plan.) The documentation includes all individual arrest processing assignments and assignment descriptions, staffing, illustrations of arrest-processing set-up and logistics and an overview of provided supplies and processes.
 8. Review post-event comments and recommendations for consideration in future mass arrest planning.
- 5% G. Miscellaneous Departmental Duties
1. Plan, schedule, conduct, attend and/or participate in intra- and inter-departmental meetings in representing the Police Department in the pursuit of unit and departmental objectives.
 2. Initiate and maintain intra- and inter-departmental working relationships with the City Attorney' Office, District Attorney's Office, State Supreme Court Liaisons, Wisconsin Department of Transportation, Municipal Court Judge and Staff, MPD Command Staff, Commissioned Officer Staff, Consortium Agencies, other Law Enforcement Agencies, Parking Utility, Engineering, Health, Parks, Building, Alcohol and License Review Committee, Police Parking, Police Records, Police Property, Police Report Typist Unit, Police IMAT, City IT and other contacts, as needed.
 3. Communicate the needs of the Court Services Unit to Records Manager including verbal review of guidelines, procedures, standards, goals and objectives for the unit.
 4. Participate in new recruit training by meeting with officers-in-training and reviewing unit responsibilities, processes and expectations.
 5. Participate in new Lieutenant training by meeting with newly assigned command staff to review unit responsibilities, processes and expectation and attend management and support-level command meetings in the absence of the Records Manager.

6. All other duties as assigned.

13. Primary knowledge, skills and abilities required:

A thorough knowledge of the full range of supervisory principles and techniques is required. Working knowledge of the principles of effective office management, interpersonal communications, court documentation systems, law enforcement agency systems, and administrative process development, revision and implementation. Working knowledge of Public Records laws and the release of information and reports. Ability to provide leadership to unit personnel and the department at-large. Working knowledge of all related parking, traffic and municipal ordinances and statutes. Ability to work with computer systems and software. Ability to prepare and analyze administrative and management information reports. Ability to interpret and apply ordinances, statutes and regulations; ability to exercise discretion in applying rules and procedures. Ability to assist in Records Section management, as needed. Ability to provide necessary coordination between Records Supervisors, clerical and administrative staff, commissioned personnel, and other inter- and intra-agency parties. Ability to communicate effectively both orally and in writing. Ability to obtain skill certifications as deemed necessary by Records Manager. Ability to train police personnel on unit processes and use of the department's records management system. Ability to exercise judgment and discretion, be organized, and detail oriented. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to prepare detailed and accurate documentation on unit work objectives. Ability to establish and maintain effective working relationships with a wide variety of agencies and departments. Ability to troubleshoot and de-escalate all matters of customer service challenges in a professional and respectful manner. Ability to interpret/communicate/explain ordinances, regulations, statutes, enforcement procedures and unit services provided to defendants and the public at-large. Ability to interpret and make decisions in accordance with ordinances, regulations, departmental protocol, and/or established working procedures. Ability to represent program interests as required. Ability to maintain adequate attendance.

14. Special tools and equipment required:

None

15. Required licenses and/or registration:

Advanced 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.

Valid Wisconsin Drivers License.

16. Physical requirements:

Ability to sit or stand for extended period of time. Ability to work in a fast paced, stressful environment.

17. Supervision received (level and type):

Work is performed under the general supervision of Police Records 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

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