

## CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 608-266-4075

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

Clerk Typist II

3. Working Title (if any):

Clerk Typist

4. Name & Class of First-Line Supervisor:

Dave Barbian, Records Supervisor

Work Phone: 608-266-4967

5. Department, Division & Section:

Madison Police Records 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: 8:00am      End time: 4:30pm

8. Date of hire in this position:

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

- 
10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

Madison Police Department is committed to making police services accessible to all members of the community and the Clerk Typist in Records Services is an essential part of receipt and delivery of MPD public records. Madison Police Department is also committed to high quality customer service and the Clerk Typist in the Records Services unit is the front line for customer service for MPD both with public records requests and fingerprinting services.

11. Position Summary:

Responsible work in a specialized field with administrative assistant tasks processing a high volume of police public records requests and related customer service. Proper handling of public records requests

has legal implications for the Madison Police Department and the City of Madison. The Police records management system contains records that are confidential under Wisconsin and Federal law. This position receives and sends out public records requests that have been reviewed and redacted by others. In addition, this position receives requests for calls for service/police contacts and enacts basic redaction on these records under supervision. This position includes regular contact with the public in person, over the phone and via email. This position requires communication with other law enforcement agencies and other government agencies regularly. This position works with a variety of public records mediums including police reports, video, audio and microfilm. This position requires the ability to navigate decades of records in a variety of medium. The successful candidate will be; able to work both independently and as part of a team, has critical thinking skills, is able to perform a variety of customer service tasks, understands and maintains strict confidentiality regarding any records viewed at work, and is comfortable with more specialized computer systems.

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

50% A. Administrative Process of Public Records Requests—Police Reports

1. Locate police incident or report records. These records live in a variety of paper, electronic and microfilm locations. This location is often done with little information from the customer and can involve researching additional information from the customer, other law enforcement agencies or government agencies, peers, a supervisor or another group in the unit as all Records Management is connected.
2. Log received requests accurately in a City Attorney required electronic log. All fields are filled out accurately and include relevant supplemental information to ensure appropriate handling by records custodians.
3. Working efficiently is required because all public records requests are time sensitive in the law. While the statute sets no clock, the requirement is "as soon as practicable and without delay."
4. Route records requests for review to the appropriate staff including the Records Custodian, Records Supervisor, Court Services Supervisor, or Program Assistant(s). This includes the ability to determine special urgency of a request based on collected information.
5. End process public records requests including updating the required log and scanning and uploading of the accurate records to the records management system.
6. End process public records requests externally including copying or scanning of the documents at a level to ensure redactions are preserved, reaching out to the customer, arranging receipt of the records with the customer and actually sending the records out in the agreed method.
7. Accept payment including credit card information for records where applicable through the City of Madison payment software.

20% B. Administrative Process of Public Records Requests—Electronic Evidence

1. Determine the existence and then locate the requested electronic records including photo, video, and audio.
2. Locate electronic evidence records for photos requests by searching the records management system and requesting location information from Forensic Services Unit (FSU) for the photo server. Once located, make the appropriate request from FSU for a copy of photos.
3. Locate electronic records for public records audio requests by checking the records management system, the dictation software and the police video/audio records management system. Once located, make the appropriate request from FSU for a copy.
4. Locate electronic records for public records requests for video through the City server (FSU request), in the police video records management system, through the county coordinated drug task force, or in the records management system. Many video systems are very time sensitive because of external retention schedules ie City Camera 10-14 days. Once located, make the appropriate request from FSU for a copy. This location of video records become more of an in depth search if video is not preserved properly; currently there are 14 different possible types of video records.
5. Tracking current electronic evidence public records requests by maintaining pending requests for reply from FSU for routing to the Records Custodian or Program Assistants

for review. Timely, effective communication and management is needed to ensure appropriate public records response by the MPD.

6. End process public records requests including accurately updating the required log, reaching out to the customer, arranging receipt of the records with the customer and actually sending the records out in the agreed method.
7. Accept payment including credit card information for records where applicable though the City of Madison payment software.

15% C. Other Administrative Duties Associated with Police Public Records

1. Scan quick property receipts, squad logs and property disposition documents into the records management system verifying case numbers are correct.
2. Produce ID badges for MPD employees commissioned, civilian, crossing guards and parking enforcement officers. Create ID badges for MPD interns, volunteers, retirees seeking HR218 carry ID and command post specific credentials.
3. Participate in the modernization and management of electronic records through the digitization of microfilm records.
4. Locate and produce Certified Reports upon request. These reports require additional steps than the normal requests including additional time, research, and certification with a specific notarized letter.
5. Manage a temporary folder which holds public records requests for pending police reports awaiting completion by Officers and Police Report Typists. This includes communication with the Police Reports Typist Lead Worker, the Records Supervisor and other MPD staff.
6. Receive US Mail and MPD Records voicemail and correctly route non-records mail including subpoenas, subpoena reimbursement payment and other communication sent to MPD Records. Mail that includes public records requests is located and processed as described in section A and B depending on the request.

10% D. Fingerprint Services for the Public

1. Fingerprint customers using the federally approved computer program to "acceptable" level by the Federal Bureau of Investigation and successfully filling out fingerprint paperwork brought in by the customer from a variety of sources ie country of Dubai, US State Department, FBI, etc.
2. Fingerprint in ink to a level that is determined "acceptable" by the Federal Bureau of Investigation.
3. Fingerprint new MPD employees and other City of Madison employees with positions that require complex background checks.

5% E. Miscellaneous and Administrative Tasks

1. Scan or import other documents associated with cases.
2. Other duties as assigned.

13. Primary knowledge, skills and abilities required:

Excellent customer service skills and the ability to communicate effectively on the phone, in person and in email communication. Skills in de-escalation of frustrated and distressed customers. Ability to show empathy and compassion in difficult situations. Ability to work with constant work related interruptions. Ability to accurately and efficiently enter a high volume of data. Inquisitive nature which is needed to locate records from decades of police work in a variety of different records mediums. Nimble ability to learn new and specialized computer systems. Must be detail orientated, organized and accountable. Ability to work independently and willing to work as a part of a team. Ability to maintain the security of confidential information. Ability to maintain adequate attendance.

14. Special tools and equipment required:

N/A

15. Required licenses and/or registration:

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

16. Physical requirements:

Ability to sit or stand long periods of time.

17. Supervision received (level and type):

This position works under supervision of the Records Supervisor and the Records Custodian.

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/employeeet/policies-procedures/position-descriptions](http://cityofmadison.com/employeeet/policies-procedures/position-descriptions).