

CITY OF WATERTOWN POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principal duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: January 25, 1996
Revised: July 10, 1998
Reviewed: November 28, 2005
Reviewed: June 23, 2009
Reviewed: March 18, 2021
Reviewed: February 11, 2020
Revised: December 20, 2022
Revised: July 21, 2023

Title: Police Records-~~Clerk~~ Specialist

Department: Police

FLSA Status: Nonexempt

General Summary:

The Police Records Clerk Specialist performs confidential work which involves receiving, filing, maintaining, and releasing records related to criminal justice activities within the police department in accordance with open record laws and department policy. Work involves substantial phone usage, computer work, and front counter assistance to officers, the public, and other city staff.

Reporting Relationships:

The Police Records Clerk Specialist reports to the Assistant Chief of Police.

Specific Accountabilities:

1. Compiles, processes, and maintains accurate files of a variety of information including, but not limited to police reports, juvenile records, traffic citations, correction notices, parking citations, and crash reports.
2. Professionally answers telephone calls, emails, and walk-ins requesting records information or refers them to the appropriate individual.
3. Receives open records requests and works in coordination with the Assistant Chief of Police to gather and prepare information in response to the requests.
4. Maintains the department's court calendar by notifying officers of appearance and cancellation requests for municipal and criminal court.
5. Effectively operates office equipment such as a computer, cash register, copier, and FAX, in addition to familiarity with moderately complex software such as CIS, NexLog MediaWorks, and Axon to fulfil digital media requests.
6. Acts as the TraCS administrator by accepting, transmitting, and archiving forms.
7. Assists in the preparation of special reports for licensing and other city functions as required.
8. Receives and documents monetary payment for open records, parking citations, warrants, and other daily activities.
9. Assists with the duties of the Community Service Officer during his/her absence.
10. Schedules retention and destruction of files and documents in accordance with state statute.
11. Answers general questions from citizens and others that visit the police department, in addition to fielding basic complaint information to assist dispatch with non-emergent complaints.

Required Knowledge, Skills and Abilities:

Graduation from high school or HSED equivalent, four years of clerical or administrative support experience related to law enforcement/government or any combination of education and experience which provides the following knowledge, skill, and ability:

- Ability to maintain complex filing systems
- Working knowledge of modern office practice and procedures
- Ability to operate office equipment and word processing equipment
- Ability to effectively utilize and operate department and city computer systems and programs
- Ability to navigate and use the internet to access records and information as necessary
- Ability to perform routine bookkeeping tasks
- Ability to make minor decisions in accordance with department policy and procedure
- Ability to understand and follow instructions
- Ability to establish and maintain effective working relationships with coworkers and tactfully deal with the public
- Good working knowledge of business documents including grammar, spelling, and correspondence formats
- Ability to gain considerable knowledge of ordinances, statutes and laws pertaining to open records

Physical Requirements:

- Continuously requires vision
- Occasional exertion of up to 20 pounds
- Work frequently sitting
- Work occasionally standing, walking, stooping, kneeling, crouching, and lifting
- Ability to hear, speak, and write English
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended)

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

| SECTION 1 | | DEMOGRAPHIC INFORMATION | |
|-----------------------|---------------------------|-------------------------|-------------------------------------|
| Employee Name | Mindy Fry | Employer Name | City of Watertown Police Department |
| Job Title | Police Records Specialist | Work Location | Watertown, WI. |
| Department | Police | Division | Records |
| Full-Time / Part-Time | Full-Time | Part-Time (Hrs per Wk) | 40 Hours/Week |
| Supervisor Name | Ben Olsen | Supervisor Title | Assistant Police Chief |

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. *(Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.)* To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

| Primary Duties | Frequency | % of Annual Total Time |
|---|-----------|------------------------|
| Compiles, processes, and accurately maintains complex files of a variety of information including, but not limited to police reports, juvenile records, traffic citations, municipal citations, correction notices, parking citations, crash reports, municipal citation books and their citation numbers. | D | 25% |
| Professionally answers telephone calls, emails, faxes, and walk-ins requesting records information, other general police department information, or refers them to the appropriate person or department. | D | 5% |
| Receives open records requests from citizens, other city departments, Watertown Municipal Court/City Attorney's Office, insurance companies, and private attorneys. Compiles the requested records using different means based on what is requested, and reviews them while following state guidelines, department policy and procedure, and performing a balancing test to determine if the records request should be released, released with redaction, or denied | D | 25% |
| Maintains the department's court calendar, which includes creating events (court dates) on the calendar with pertinent information included (date, time, which court, what officers are scheduled to attend, and our case number for review), inviting officers to the appropriate events, and updating them on cancellations or rescheduling, which is frequent. | D | 7% |
| Effectively operates office equipment such as a computer, cash register, multiple copiers, and fax machines. Good working knowledge of complex software such as CIS, CAD, NexLog MediaWorks, and Axon to fulfill digital media requests while following state guidelines, department policy and procedure, and performing a balancing test to determine if the records request should be released, released with redaction, or denied. | D | 25% |
| Acts as the Tracs administrator by reviewing all citations and warnings for correct information, then accepting, transmitting, and archiving them. Also performs unarchiving as needed for alcohol related incidents and for correction notices that are not in compliance within the given time frame, so officers can perform follow up. Occasionally reassigning officers to cases in TraCS and voiding forms when needed. | D | 5% |
| Assists in the preparation of special reports for licensing, JCCSA, and other city functions as required. | B | 1.5% |
| Receives and documents monetary payment for open records, parking citations, bonds, warrants, and other daily | D | 5% |

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|---|---|-----|
| activities. Balances the register at the start of each workday and provides proper documentation to the administrative assistant. | | |
| Assists with the duties of the Community Services Officer during his/her absence. | N | .5% |
| Schedules retention and destruction of files and documents in accordance with state statute. Keeps a log of all retained files. | A | 1% |

SECTION 3

TOOLS AND TECHNOLOGY

Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:

Desktop, printers, copiers, fax machines, phones, register, radio, etc.
 Word, Excel, CIS, CAD, exacqVision Client, NexLog MediaWorks, L3, Axon, TraCS, eTIME, CCAP, etc.

SECTION 4

JUDGMENTS / DECISION-MAKING

Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.

| Typical Problems/Challenges | Possible Solution(s) to Problem/Challenge | Resources Available and/or Used | Job Title of Who Reviews |
|---|--|---|--------------------------|
| Determining what can and cannot be released to the public to satisfy an open records request. | Review the requested records to determine if the request can or cannot be fulfilled, and if it will require redactions. Use of a balancing test is required to make a determination on releasing and/or redacting some records due to their sensitive nature, our need to protect victims, our need to protect ongoing investigations, juvenile involvements, etc. | Previously ruled court cases in the State of Wisconsin, past practices, balancing tests, very general state guidelines, training, and experience. | Assistant Police Chief |
| Daily interaction with internal and external customers via phone, email, and the window. | Interact in a professional manner, especially when dealing with unhappy or emotionally distraught citizens. Knowledge of the | Training, experience, and policy and procedure. | Assistant Police Chief |

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|---|---|--------------------------|------------------------|
| building and working knowledge of the police department from training and experience to assist citizens in an efficient manner. | | | |
| Court Scheduling - Court dates and which officers are needed change frequently and rapidly. We are also located in two counties, so it is imperative to provide accurate information. | Keep track of court dates for approximately 40 employees for court and other legal appointments. Keep each of them apprised of any changes. | Training and experience. | |
| Locating digital records requests that weren't entered as evidence, or that just haven't been entered yet. | Use of complex software to search, locate, and download information onto the digital evidence server to be disseminated through the records request and/or discovery process. | Training and experience. | Assistant Police Chief |
| Efficiently disseminating records using computer software. | Determine which software program will work most efficiently and effectively to retrieve the requested record(s). | Training and experience. | Assistant Police Chief |
| Purging of information. | Keep track of which files are able to be purged and which need to be retained and for how long. Keep a log of retained files for reference. | Training and experience. | Assistant Police Chief |

| SECTION 5 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS | | | |
|--|---------------------------------|--|--|
| Please identify your typical work relationships with other persons inside or outside of your own organization. | | | |
| Title of Individuals With Whom You Typically Interact | Describe the Interaction | Why Was It Necessary? | |
| Police | Communicate daily | Regular contact is needed for finalization of reports before dissemination, corrections on citations, follow-up to be completed on alcohol related offenses and correction notices that are not in compliance, etc. Officers often will request assistance with TraCS as well. | |
| District Attorney's Offices | Communicate daily | Forward and receive legal documents as well as coordinate officer schedules for jury trial availability. | |
| Citizens | Communicate daily | Address citizen questions, comments, and concerns in person, by phone, email, fax, etc to carry out duties and responsibilities of the position. | |
| Private Attorney's | Communicate daily | Address open records requests for criminal and civil matters. | |

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|---------------------|-------------------|--|
| Police Dispatch | Communicate daily | Regularly take information for complaints at the window and provide it to dispatch for a call to be started. Previous experience in our dispatch center allows for the appropriate data to be collected. |
| All other personnel | Weekly | Address concerns and requests of all employees within the building and in other city departments. |
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SECTION 6

SUPERVISION / MANAGEMENT

Please indicate the type of responsibility you have as it pertains to leading others.

| Area of Action / Responsibility | Yes | No | Provides Input |
|--|-----|----|----------------|
| The Police Records Specialist receives assistance from auxiliary officers and volunteers. This requires explanation and guidance of basic clerical duties. | X | | X |
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Do you directly supervise any employees?*If yes, please list the number of FTEs and job titles of those employees below:*

| Job Title | # of FTEs |
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SECTION 7**WORK ENVIRONMENT / PHYSICAL REQUIREMENTS**

Please indicate the amount of time typically spent in the following categories.

| Physical Requirements | [Place an "X" in the appropriate cells] | | | |
|--|---|--------|--------------|------------|
| | N/A | Rarely | Occasionally | Frequently |
| Reading, typing, data entry, etc. | | | | X |
| Exertion of up to 20 pounds. | | X | | |
| Sitting. | | | | X |
| Standing, walking, stooping, kneeling, crouching, and lifting. | | | X | |
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| Work Environment | N/A | Rarely | Occasionally | Frequently |
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SECTION 8 **ADDITIONAL EMPLOYEE COMMENTS**

Please identify any other information that would help someone else understand your job more clearly:

To BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

| SECTION 9 | | | SUPERVISOR INFORMATION | | |
|-----------------|-----------|------------------|------------------------|--|--|
| Supervisor Name | Ben Olsen | Supervisor Title | Assistant Police Chief | | |

| SECTION 10 | | EDUCATION REQUIRED FOR HIRE | |
|---|---|-----------------------------|--|
| Level of Education (Select one with an "X") | | Field(s) of Study | |
| <input type="checkbox"/> | Less than High School Education | | |
| <input checked="" type="checkbox"/> | High School Education (or Equivalent) | | |
| <input checked="" type="checkbox"/> | One Year Certificate (or Equivalent) | | |
| <input checked="" type="checkbox"/> | Associate's Degree (or Equivalent) | | |
| <input type="checkbox"/> | Bachelor's Degree | | |
| <input type="checkbox"/> | Master's Degree | | |
| <input type="checkbox"/> | Professional Degree (Law, Medicine, etc.) | | |
| <input type="checkbox"/> | PhD w/ Dissertation | | |
| <input type="checkbox"/> | Other: | | |
| Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.): | | | |
| Associates degree preferred, with coursework in Criminal Justice. | | | |

| SECTION 11 | | | | | | TOTAL EXPERIENCE REQUIRED UPON HIRE | | | | | |
|---|--|---------|-------------------------------------|-------------|-------------|-------------------------------------|---------------|-----------|--|--|--|
| [Place an "X" in the appropriate cells] | | | | | | | | | | | |
| No Experience | | < 2 yr. | 2 to 3 yrs. | 4 to 5 yrs. | 6 to 7 yrs. | 8 to 9 yrs. | 10 to 11 yrs. | ≥ 12 yrs. | | | |
| | | | <input checked="" type="checkbox"/> | | | | | | | | |
| Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity): | | | | | | | | | | | |
| Associates degree with coursework in Criminal justice or a combination of 2-3 years of experience in clerical/customer service. | | | | | | | | | | | |

SECTION 12

CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB

| List Required Certification/Licensure/Training | How Attained/Provided | Required Upon Hire? | May Obtain After Hire? |
|--|-----------------------|---------------------|------------------------|
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Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):

SECTION 13

SUPERVISOR'S COMMENTS / CORRECTIONS / ADDITIONS

In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.

| JDQ Section | Comment / Clarification / Addition |
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To Be Completed By Administrative Designee

| SECTION 14 | | SUPERVISOR INFORMATION |
|------------------------------|-------------------------------|------------------------|
| Administrative Designee Name | Administrative Designee Title | |

| SECTION 15 | | ADMINISTRATIVE COMMENTS / CORRECTIONS / ADDITIONS |
|---|------------------------------------|---|
| In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below. | | |
| JDQ Section | Comment / Clarification / Addition | |
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