



City of Whitewater New Position/Reclassification Request Form

Section 1: Requestor Information

Name:	Sabrina Ojibway	Title/Position:	Support Services Manager
Department:	Police	Supervisor's Name:	Dan Meyer
Date of Request:	04/09/2026		

Section 2: Position Information

- Current Job Title: Support Services Manager
- Current Classification Grade/Level: L
- Current Salary Range: \$62,480.41 - \$84,348.55
- Proposed Job Title: No change
- Proposed Grade/Level (if known): M
- Proposed Salary Range: \$67,183.23 - \$90,697.37
- Proposed Employee Salary: \$90,697.37
- Budgetary Difference: \$90,697.37-\$82,798.63 ~ \$7,899

Has the proposed reclass been reviewed and planned in coordination with Finance? Yes (This is the only correct answer.)

Financing Plan: Line item transfer from patrol salary to admin salary due to vacant positions

- Proposed Effective Date: ASAP but TBD based on approval

Section 3: Request Justification

Primary Reasons (check all that apply):

- Significant changes in job duties/responsibilities
- Market comparison or compensation inequity

New skills/qualifications/certifications required

Increase in job scope/complexity

Other: _____

Explanation:

Provide a clear summary of the reason(s) for reclassification. Include examples and data.

The request to reclassify the Support Services Manager is supported by both the JAQ and the organizational compensation comparison. The position oversees 15 employees across the Division, manages 24/7 emergency and non-emergency operations and holds Level 5 policy development authority with responsibility for compliance.

Section 4: Current Duties and Responsibilities

Duty #	Description
1	
2	
3	

Section 5: Proposed Duties and Responsibilities

Duty #	Description
1	Adding-Provide guidance regarding records requests, redactions & release
2	Adding-Completion of Police Staff & Command staff program
3	Position is currently 4 steps below comparable command staff positions

Section 6: Supporting Data

- Comparable Job Descriptions (internal/external): EMS Chief & Accountant
- Proposed Job Description: Attached with changes
- Market Data/Salary Comparisons: Attached
- Other Supporting Information: Attached-Northwestern School of Police & Command Program

Section 7: Supervisor/Department Head Review

Name: Dan Meyer Title: Police Chief

Date: 04/09/2026

Approval Status:

Recommend Approval Do Not Recommend Other: _____

Section 8: HR Department Review

Reviewed By: Sara Marquardt

Date: 04/09/2026

Section 9: City Manager Final Review and Approval

Name: Jurid

4/10/24

Approval Status Approved Denied Other: _____

Comments: _____



JOB DESCRIPTION

Title:	Support Services Manager	Department(s):	Police
Reports to:	Chief of Police	Location:	Municipal Building
FLSA:	Exempt	Pay Grade:	M
Shift:	Day	Status:	Full-Time
Bargaining Unit:	None	Date:	April 2026

JOB SUMMARY

The Support Services Manager is a non-sworn command staff position responsible for overseeing the Police Department’s Communications Center, Records Division, and civilian support services operations. Working under the general supervision of the Chief of Police, this position provides leadership, strategic planning, and administrative oversight to ensure efficient emergency communications, accurate records management, regulatory compliance, and effective technology systems.

This position supervises civilian personnel, manages critical public safety information systems, and ensures operational readiness of emergency and non-emergency communications. The Support Services Manager exercises independent judgment in administrative, operational, and personnel matters while maintaining strict confidentiality and adherence to department policies and applicable laws.

The position plays a key role in department planning, technology implementation, policy development, budgeting, and interagency coordination, and serves as a primary advisor to the Chief on communications, records management, and civilian operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

Leadership and Supervision

- Provide leadership, direction, and performance management for Communications and Records personnel.
- Assign work, establish priorities, monitor productivity, and evaluate employee performance.
- Oversee recruitment, hiring, training, and professional development of civilian staff.
- Address personnel issues and conduct internal investigations involving Communications and Support Services personnel.
- Recommend disciplinary actions in accordance with department policies and labor regulations.
- Promote professionalism, accountability, and adherence to the department’s Mission and Values.

Communications Center Management

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Manage daily operations of the Police Department Communications Center to ensure reliable emergency and non-emergency call handling and dispatch services.
- Ensure operational readiness of communications equipment, radio systems, CAD systems, and backup systems.
- Oversee dispatcher training programs, certification requirements, and continuing education.
- Coordinate communications operations and policies with partner agencies including fire, EMS, and neighboring law enforcement agencies.
- Manage radio system licensing and communications infrastructure compliance.

Records and Information Management

- Manage departmental records and ensure compliance with state and federal records management laws.
- Oversee records management systems, reporting processes, and documentation practices.
- Ensure accurate and timely completion of required statistical reports, including state crime reporting.
- Provide guidance on open records requests, legal disclosure requirements, and records redaction.

Technology and Systems Oversight

- Oversee department public safety technology systems including:
 - Records Management System (RMS)
 - Computer Aided Dispatch (CAD)
 - Communications infrastructure
 - Department data systems and related software
- Serve as liaison with municipal IT services and system vendors.
- Identify and implement technological solutions that improve operational efficiency and service delivery.

Compliance and Regulatory Oversight

- Serve as the department's TIME Agency Coordinator (TAC) and ensure compliance with Wisconsin TIME/CJIS regulations.
- Coordinate audits, system access compliance, and required certifications for department personnel.
- Ensure adherence to departmental policies, state statutes, and federal regulatory requirements.

Administrative and Organizational Support

- Assist the Chief of Police with policy development, operational planning, and strategic initiatives.
- Participate in departmental budgeting, including planning, monitoring, and justification of expenditures related to communications and support services.
- Oversee administrative functions including payroll coordination, equipment procurement, and financial record tracking.
- Prepare reports, analyses, and recommendations regarding departmental operations, staffing, and program performance.

Interagency Coordination and Projects

- Collaborate with regional public safety agencies, including the University of Wisconsin-Whitewater Police, local fire departments, and other communications centers.
- Coordinate special projects involving communications technology, operational protocols, and interagency agreements.
- Represent the department in meetings, committees, and professional organizations related to communications and records management.

SUPERVISION RECEIVED AND/OR EXERCISED

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Works under general supervision of the Chief, however, performs recurring job duties independently. Some opportunities to vary work steps and in deciding appropriate procedures, guidelines and methods to apply exist.
- Exercises general to specific supervision over the Communications Coordinator and Records Technicians in their assigned duties including assigning duties, establishing priorities, reviewing and evaluating individual work performance and providing training for the staff.
- Requires the ability to provide first line supervision including the ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Associate's degree required; bachelor's degree preferred in criminal justice, public/business administration, communications, or related field.
- Minimum five (5) years of progressively responsible experience in public safety communications, records management, or law enforcement administration.
- Supervisory or management experience is strongly preferred.
- Successful completion of the Northwestern University School of Police Staff and Command (or equivalent) required as a condition of continued professional development.

Knowledge and Skills

- Knowledge of modern public safety communications operations and dispatch practices.
- Knowledge of records management laws, open records requirements, and crime reporting standards.
- Familiarity with CAD, RMS, radio communications systems, and public safety technology infrastructure.
- Understanding of CJIS and Wisconsin TIME system compliance requirements.
- Ability to supervise personnel, manage complex projects, and implement operational improvements.
- Strong analytical, organizational, and decision-making skills.
- Ability to communicate effectively in writing and verbally with department staff, government officials, partner agencies, and the public.

Other Requirements

- Demonstrated professionalism, integrity, and sound judgment.
- Ability to maintain strict confidentiality of sensitive law enforcement information.
- Proficiency with modern office software and public safety technology systems.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in an office and public safety communications environment requiring prolonged computer use and interaction with staff and the public. The position may occasionally involve lifting light equipment, attending meetings, and responding to operational needs during emergencies.



JOB DESCRIPTION

Title:	Support Services Manager	Department(s):	Police
Reports to:	Chief of Police	Location:	Municipal Building
FLSA:	Exempt	Pay Grade:	Schedule II D
Shift:	Day	Status:	Full-Time
Bargaining Unit:	None	Date:	March 2026

JOB SUMMARY

Under the general supervision of the Chief of Police, the Support Services Manager is non-sworn upper management position. The Support Service Manager must be a decision-oriented, highly organized individual capable of follow-through on detailed projects. The Support Service Manager must have a high level of dedication and conscientiousness and a thorough knowledge of local, state, and federal laws. Work situations require the Support Service Manager to make decisions, provide directions to subordinates and exercise independent judgment in both emergency and non-emergency situations. The Support Services Manager must be capable of maintaining confidentiality and supervising personnel in an effective and professional manner. The Support Services Manager will develop innovative programs, projects, and technology that serve to improve the effectiveness and efficiency of the Whitewater Police Department. The Support Services Manager is expected to lead, motivate, and evaluate the work of assigned personnel, acting as an advisor for his/her subordinates. The Support Services Manager will make recommendations regarding disciplinary actions in accordance with the policies, procedures, rules and regulations and the Mission and Values of the Whitewater Police Department.

The Support Service manager is responsible for supervising the Communications Center in maintaining operational readiness to manage emergency and non-emergency calls for service and the Support Services staff in maintaining the official records of the police department. This position assists in the preparation and monitoring of departmental budget, oversees department computer system, is responsible for department payroll, and monies collected. Provides highly responsible administrative staff assistance including conducting specific and moderately complex analyses of a wide range of departmental activities and assists in the administration of standard operating policies and procedures of the police department. Provides responsible professional assistance in the analysis, implementation and monitoring of department programs.

This position is responsible for a wide range of duties including hiring of non-sworn personnel, internal affairs, discipline, audit and inspections, planning and research, personnel and training, records, emergency and non-emergency radio and phone transmissions, policy development, and organizational functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Provide leadership and guidance to subordinates in accordance with goals and objectives as well as the Mission and Values of the department.
- Manage the communications center to include operational oversight of personnel and equipment.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Manage the recruitment, hiring and promotional processes for Communications and Support Services and make recommendations to the Chief regarding hiring, transfers and promotions.
- Perform the department internal affairs function for Support Services and Communications; receive and investigate complaints of misconduct, prepare reports on findings, make recommendations and forward to the Chief.
- Supervise the work of Communications and Support Services staff, including assigning duties, establishing priorities, reviewing and evaluating individual work performance.
- Maintain compliance with various policies and procedures as they pertain to Communications and Support Services personnel. Make periodic inspections of subordinates in order to ensure compliance with department rules and regulations, policies and operating procedures.
- Monitor performance and activities of probationary employees. Recommend necessary discipline, discharge, retention and re-training as needed.
- Manage the preparation of monthly and annual police reports and State Uniform Crime Report.
- Assist with budgetary analysis, development and justification for police, communications, and community service.
- Oversight **and management** of the Communications field training **program** of newly hired personnel.
- Oversee the development and implementation of civilian employee training. Training includes but is not limited to annual/biannual training and certification in programs such as TIME certification, **Telecommunicator CPR**, open records, blood borne pathogens, CPR, first aid, etc.
- **Provide guidance to staff regarding requests for records as well as redaction and release practices based on comprehensive knowledge of laws pertaining to Open Records/Freedom of Information rights.**
- Ensure proper training on new/updated department policies and that training records remain up-to-date and accurate.
- Oversee all aspects of Police computer operations including research and training of police personnel in utilization of computer software applications, and analysis of basic computer and software operational problems. Act as a liaison between police department and network support services.
- Manage the department records management software and computer aided dispatch (CAD) software.
- Manage the office related parking enforcement operations.
- Manage testing of UPS dispatch generator and other communications equipment.
- TIME Agency Coordinator (TAC) responsible for daily use of TIME system regulatory compliance, triennial TIME system audit, **CJIS compliance**, TIME system certification for dispatchers and officers, and related training records.
- Department liaison for communications related issues for dispatched agencies (UWWPS, WWFD, **WWRS**, Lauderdale Lagrange Fire & Rescue) and surrounding agencies.
- **Manage and oversee the CTO program.**
- **Oversee the selection and implementation of employee training.**
- Ensure non-sworn employee training records remain up-to-date and accurate.
- Oversee renewal of radio frequency licenses.
- Oversee the monitoring and coping of the radio traffic, emergency and non-emergency telephone traffic and the corresponding software.
- Act as custodian of departmental documents and records. Establish and maintain efficient and effective filing, scanning and computer record systems.
- Oversee and assist in preparation of police payroll.
- Maintain current, accurate, and up-to-date files on past and present police department employees. These files should contain relevant training and education documentation.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Create agendas, **compile minutes** and coordinate dispatch staff meetings **and Police & Fire Commission meetings.**
- Attend Department staff meetings and review agenda items with subordinates.
- Consult with city attorney, district attorney, and court system on department related matters when necessary.
- **Network Collaborate** with the University of Wisconsin-Whitewater Police Services, Whitewater Fire Department, **Whitewater Rescue Squad, and** Department of Public Works and surrounding communication centers **to ensure on special projects along with policy and protocol development. ~~policies and guidelines are achieved.~~**
- Oversee the operations and contractual service agreements.
- Review and update general record keeping policies to conform to local, county, and state requirements.
- Review supplies and reorder tickets when necessary.
- Oversee, assist, and perform general office duties as required by the department.
- Oversee and assist with collection of monies, bank records and yearly audit.
- Develop and maintain office forms and procedures; operate listed office machines as required; and assist with requisitioning department invoices.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Assist Command Staff with general police department operations.
- Assist the Chief with the development, issuance and updates of all department policies.
- Perform a variety of clerical functions as needed to accomplish work routines as follows, including filing; posting and or logging information to manual or automated records; processing mail; ordering supplies; duplicating and distributing materials; collating and assembling documents; photocopying, scanning and faxing documents.
- Provide administrative support using computer software skills, including composition and typing of complex detailed documents including letters, memos, minutes and other material from draft, dictation or general instructions; proofread and edit documents, presentation materials, brochures and other materials for grammar, clarity, punctuation and spelling; and examine documents for completeness and accuracy.
- Responsible for procurement, management, and maintenance of departmental equipment.
- Assist Administrative Captain as necessary in the capacity of accreditation manager, reviewing all applicable standards, ensuring department compliance, developing related policies and procedures, attending conferences, and verifying and documenting proofs of compliance.
- Oversee facility maintenance and submit the necessary work orders along with other Command Staff members.
- Formulate, distribute, and analyze reports, surveys, memos, and letters.
- Attend meetings, seminars and workshops related to administrative duties and responsibilities as directed by the Chief of Police.

SUPERVISION RECEIVED AND/OR EXERCISED

- Works under general supervision of the Chief, however, performs recurring job duties independently. Some opportunity to vary work steps and in deciding appropriate procedures, guidelines and methods to apply exists.
- Exercises general to specific supervision over the Communications Coordinator and Records Technicians in their assigned duties including assigning duties, establishing priorities, reviewing and evaluating individual work performance and providing training for the staff.
- Requires the ability to provide first line supervision including the ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associate's degree or equivalent required; Bachelor's degree preferred.
- **Successful completion of the Police Staff & Command program will be required as a condition of continued professional development in this position. Eligibility for enrollment in the School of Police Staff & Command requires the ability to successfully complete university-level coursework.**
- Five (5) years of increasingly responsible related experience, including management or supervisory experience, or any equivalent combination of related education and experience preferred.

Language Skills

- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives.
- Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.
- Ability to establish and maintain effective working relationships with related agency officials, community and civic leaders, city officials, other employees, news media, court officials, businesspersons, public organization representatives, attorneys, other law enforcement personnel and the general public.
- Ability to communicate orally and in writing with city personnel, department personnel and general public.
- Ability to effectively communicate orally and prepare clearly written reports, documents, presentations, and recommendations.
- Ability to persuade, convince, and/or train others.
- Ability to advise and interpret how to apply policies, procedures and standards to specific situations.
- Ability to utilize a variety of advisory data and information such code manuals, City ordinances, directories, State statutes, procedures, guidelines and non-routine correspondence.
- Ability to quickly make assessments of emergency situations, determine appropriate responses and act assertively, cope with situations firmly, courteously, and tactfully.
- Ability to communicate orally and in writing with City personnel, Department personnel and City residents.

Mathematical Skills

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.
- Ability to perform cashier duties accurately.
- Knowledge of basic accounting procedures.

Reasoning Ability

- Ability to exercise independent judgment in emergency and non-emergency situations in accordance with departmental rules and regulations.
- Ability to cope with emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent and nature of the emergency aid requests.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Ability to quickly make assessments of emergency and non-emergency situations, determine appropriate responses and act assertively, cope with situations firmly, courteously, and tactfully.
- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands, perform duties with a minimum of supervision.
- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives.
- Ability to recognize problems within the records system and plan, recommend and implement policy or procedural changes to correct the problems.
- Ability to use a high degree of sound professional judgment in the recommendation of Department policies and procedures, and to assist in the administration of an excellent, well-rounded Department.
- Ability to determine the relative importance of each type of work direct reports should do and the proper proportionate resources to devote to each.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Other Qualifications

- Demonstrate personal and professional honesty, integrity, and good judgment as shown in applicant's criminal history, background, and motor vehicle record.
- Ability to demonstrate and exemplify personal characteristics of professionalism and positive leadership skills.
- Knowledge of current labor law and policies governed and enforced by the State of Wisconsin Department of Industry, Labor, and Human Relations (DILHR) and Occupational Safety and Health Administration (OSHA).
- Knowledge of Federal, state, and local laws and ordinances; WPD Mission, Values Statement, Policies, Procedures, Rules, Regulations, and administrative and operations programs and projects.
- Ability to work cooperatively with others and work independently of direct supervision in an effective and efficient manner.
- Proficiency in typing; 10 key calculators; computers and electronic data processing; Microsoft Office, including Word, Excel, Access, and PowerPoint.
- Working knowledge of modern office practices and procedures.
- Knowledge of modern principles, practices and methods of police administration, organization and operation.
- Knowledge of laws pertaining to Open Records/Freedom of Information rights, State Statutes and State Crime Reporting system.
- Ability to gather data and prepare statistical and written reports.
- Ability to work effectively in cooperation with fellow employees as a member of the administrative staff team.
- Ability to deal with the public, other law enforcement officers, outside agency representatives, etc. in an effective, fair and professional manner.
- Ability to work in and maintain an environment that deals with sensitive and confidential information.

Equipment Operated

- Skill in the operation of departmental equipment including, but not limited to phone system, office equipment, files, computer workstations, printers, optical scanners, software applications, copy machines, FAX machines, etc.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required by this job include close vision, ability to adjust focus, and the ability to sustain prolonged visual concentration.
- Requires the ability to operate, maneuver and or provide simple but continuous adjustment on equipment, machinery and tools such as computer and other office machines, and/or materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements such as typing and operating various pieces of office equipment.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, shapes and textures associated with job-related objects, materials and tasks.
- The employee must exert light physical effort in sedentary to light work, occasionally involving lifting, carrying, pushing, pulling, crouching, crawling, kneeling, stooping and or moving up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is moderately quiet.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals and intimidation may cause discomfort and pose limited risk of injury.

The City of Whitewater is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Nothing in this job description reflects management's right to assign or reassign duties and responsibilities to this job at anytime. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Acknowledgment: _____ Date: _____



JOB DESCRIPTION

Title:	Support Services Manager	Department(s):	Police
Reports to:	Chief of Police	Location:	Municipal Building
FLSA:	Exempt	Pay Grade:	Schedule II D
Shift:	Day	Status:	Full-Time
Bargaining Unit:	None	Date:	August 2022

JOB SUMMARY

Under the general supervision of the Chief of Police, the Support Services Manager is non-sworn upper management position. The Support Service Manager must be a decision-oriented, highly organized individual capable of follow-through on detailed projects. The Support Service Manager must have a high level of dedication and conscientiousness and a thorough knowledge of local, state, and federal laws. Work situations require the Support Service Manager to make decisions, provide direction to subordinates and exercise independent judgment in both emergency and non-emergency situations. The Support Services Manager must be capable of maintaining confidentiality and supervising personnel in an effective and professional manner. The Support Services Manager will develop innovative programs, projects, and technology that serve to improve the effectiveness and efficiency of the Whitewater Police Department. The Support Services Manager is expected to lead, motivate, and evaluate the work of assigned personnel, acting as an advisor for his/her subordinates. The Support Services Manager will make recommendations regarding disciplinary actions in accordance with the policies, procedures, rules and regulations and the Mission and Values of the Whitewater Police Department.

The Support Service manager is responsible for supervising the Communications Center in maintaining operational readiness to manage emergency and non-emergency calls for service and the Support Services staff in maintaining the official records of the police department. This position assists in the preparation and monitoring of departmental budget, oversees department computer system, is responsible for department payroll, and monies collected. Provides highly responsible administrative staff assistance including conducting specific and moderately complex analyses of a wide-range of departmental activities and assists in the administration of standard operating policies and procedures of the police department. Provides responsible professional assistance in the analysis, implementation and monitoring of department programs.

This position is responsible for a wide range of duties including: hiring of non-sworn personnel, internal affairs, discipline, audit and inspections, planning and research, personnel and training, records, emergency and non-emergency radio and phone transmissions, policy development, and organizational functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Provide leadership and guidance to subordinates in accordance with goals and objectives as well as the Mission and Values of the department.
- Manage the communications center to include operational oversight of personnel and equipment.
- Manage the recruitment, hiring and promotional processes for Communications and Support Services and make recommendations to the Chief regarding hiring, transfers and promotions.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Perform the department internal affairs function for Support Services and Communications; receive and investigate complaints of misconduct, prepare reports on findings, make recommendations and forward to the Chief.
- Supervise the work of Communications and Support Services staff, including assigning duties, establishing priorities, reviewing and evaluating individual work performance.
- Maintain compliance with various policies and procedures as they pertain to Communications and Support Services personnel. Make periodic inspections of subordinates in order to ensure compliance with department rules and regulations, policies and operating procedures.
- Monitor performance and activities of probationary employees. Recommend necessary discipline, discharge, retention and re-training as needed.
- Manage the preparation of monthly and annual police reports and State Uniform Crime Report.
- Assist with budgetary analysis, development and justification for police, communications, and community service.
- Oversight of the Communications field training of newly hired personnel.
- Oversee the development and implement of civilian employee training. Training includes but is not limited to annual/biannual training and certification in programs such as TIME certification, open records, blood borne pathogens, CPR, first aid, etc.
- Ensure proper training on new/updated department policies and that training records remain up-to-date and accurate.
- Oversee all aspects of Police computer operations including research and training of police personnel in utilization of computer software applications, and analysis of basic computer and software operational problems. Act as a liaison between police department and network support services.
- Manage the department records management software and computer aided dispatch (CAD) software.
- Manage the office related parking enforcement operations.
- Manage testing of UPS dispatch generator and other communications equipment.
- TIME Agency Coordinator (TAC) responsible for daily use of TIME system regulatory compliance, triennial TIME system audit, TIME system certification for dispatchers and officers, and related training records.
- Department liaison for communications related issues for dispatched agencies (UWWPS, WWFD, WWRS, Lauderdale Lagrange Fire & Rescue) and surrounding agencies.
- Manage and oversee the CTO program.
- Oversee the selection and implementation of employee training.
- Ensure non-sworn employee training records remain up-to-date and accurate.
- Oversee renewal of radio frequency licenses.
- Oversee the monitoring and coping of the radio traffic, emergency and non-emergency telephone traffic and the corresponding software.
- Act as custodian of departmental documents and records. Establish and maintain efficient and effective filing, scanning and computer record systems.
- Oversee and assist in preparation of police payroll.
- Maintain current, accurate, and up-to-date files on past and present police department employees. These files should contain relative training and education documentation.
- Create agendas and coordinate dispatch staff meetings.
- Attend Department staff meetings and review agenda items with subordinates.
- Consult with city attorney, district attorney, and court system on department related matters when necessary.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Network with the University of Wisconsin-Whitewater Police Services, Whitewater Fire Department, Whitewater Rescue Squad, and Department of Public Works and surrounding communication centers to ensure policies and guidelines are achieved.
- Oversee the operations and contractual service agreements.
- Review and update general record keeping policies to conform to local, county, and state requirements.
- Review supplies and reorder tickets when necessary.
- Oversee, assist, and perform general office duties as required by the department.
- Oversee and assist with collection of monies, bank records and yearly audit.
- Develop and maintain office forms and procedures; operate listed office machines as required; and assist with requisitioning department invoices.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Assist Command Staff with general police department operations.
- Assist the Chief with the development, issuance and updates of all department policies.
- Perform a variety of clerical functions as needed to accomplish work routines as follows, including filing; posting and or logging information to manual or automated records; processing mail; ordering supplies; duplicating and distributing materials; collating and assembling documents; photocopying, scanning and faxing documents.
- Provide administrative support using computer software skills, including composition and typing of complex detailed documents including letters, memos, minutes and other material from draft, dictation or general instructions; proofread and edit documents, presentation materials, brochures and other materials for grammar, clarity, punctuation and spelling; and examine documents for completeness and accuracy.
- Responsible for procurement, management, and maintenance of departmental equipment.
- Assist Administrative Captain as necessary in the capacity of accreditation manager, reviewing all applicable standards, ensuring department compliance, developing related policies and procedures, attend conferences, verify and document proofs of compliance.
- Oversee facility maintenance and submit the necessary work orders along with other Command Staff members.
- Formulate, distribute, and analyze reports, surveys, memos, and letters.
- Attend meetings, seminars and workshops related to administrative duties and responsibilities as directed by the Chief of Police.

SUPERVISION RECEIVED AND/OR EXERCISED

- Works under general supervision of the Chief, however, performs recurring job duties independently. Some opportunity to vary work steps and in deciding appropriate procedures, guidelines and methods to apply exists.
- Exercises general to specific supervision over the Communications Coordinator and Records Technicians in their assigned duties including assigning duties, establishing priorities, reviewing and evaluating individual work performance and providing training for the staff.
- Requires the ability to provide first line supervision including the ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associate's Degree or equivalent required; Bachelor's Degree preferred.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

- Five (5) years of increasingly responsible related experience, including management or supervisory experience, or any equivalent combination of related education and experience preferred.

Language Skills

- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives.
- Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.
- Ability to establish and maintain effective working relationships with related agency officials, community and civic leaders, city officials, other employees, news media, court officials, business persons, public organization representatives, attorneys, other law enforcement personnel and the general public.
- Ability to communicate orally and in writing with city personnel, department personnel and general public.
- Ability to effectively communicate orally and prepare clearly written reports, documents, presentations, and recommendations.
- Ability to persuade, convince, and/or train others.
- Ability to advise and interpret how to apply policies, procedures and standards to specific situations.
- Ability to utilize a variety of advisory data and information such code manuals, City ordinances, directories, State statutes, procedures, guidelines and non-routine correspondence.
- Ability to quickly make assessments of emergency situations, determine appropriate responses and act assertively; cope with situations firmly, courteously, and tactfully.
- Ability to communicate orally and in writing with City personnel, Department personnel and City residents.

Mathematical Skills

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.
- Ability to perform cashier duties accurately.
- Knowledge of basic accounting procedures.

Reasoning Ability

- Ability to exercise independent judgment in emergency and non-emergency situations in accordance with departmental rules and regulations.
- Ability to cope with emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent and nature of the emergency aid requests.
- Ability to quickly make assessments of emergency and non-emergency situations, determine appropriate responses and act assertively; cope with situations firmly, courteously, and tactfully.
- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands, perform duties with a minimum of supervision.
- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives.
- Ability to recognize problems within the records system and plan, recommend and implement policy or procedural changes to correct the problems.
- Ability to use a high degree of sound professional judgment in the recommendation of Department policies and procedures, and to assist in the administration of an excellent, well-rounded Department.
- Ability to determine the relative importance of each type of work direct reports should do and the proper proportionate resources to devote to each.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

JOB DESCRIPTION – SUPPORT SERVICES MANAGER

Other Qualifications

- Demonstrate personal and professional honesty, integrity, and good judgment as shown in applicant's criminal history, background, and motor vehicle record.
- Ability to demonstrate and exemplify personal characteristics of professionalism and positive leadership skills.
- Knowledge of current labor law and policies governed and enforced by the State of Wisconsin Department of Industry, Labor, and Human Relations (DILHR) and Occupational Safety and Health Administration (OSHA).
- Knowledge of Federal, state, and local laws and ordinances; WPD Mission, Values Statement, Policies, Procedures, Rules, Regulations, and administrative and operations programs and projects.
- Ability to work cooperatively with others and work independently of direct supervision in an effective and efficient manner.
- Proficiency in typing; 10 key calculator; computers and electronic data processing; Microsoft Office, including Word, Excel, Access, and PowerPoint.
- Working knowledge of modern office practices and procedures.
- Knowledge of modern principles, practices and methods of police administration, organization and operation.
- Knowledge of laws pertaining to Open Records/Freedom of Information rights, State Statutes and State Crime Reporting system.
- Ability to gather data and prepare statistical and written reports.
- Ability to work effectively in cooperation with fellow employees as a member of the administrative staff team.
- Ability to deal with the public, other law enforcement officers, outside agency representatives, etc. in an effective, fair and professional manner.
- Ability to work in and maintain an environment that deals with sensitive and confidential information.

Equipment Operated

- Skill in the operation of departmental equipment including, but not limited to phone system, office equipment, files, computer workstations, printers, optical scanners, software applications, copy machines, FAX machines, etc.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required by this job include close vision, ability to adjust focus, and the ability to sustain prolonged visual concentration.
- Requires the ability to operate, maneuver and or provide simple but continuous adjustment on equipment, machinery and tools such as computer and other office machines, and or materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements such as typing and to operate various pieces of office equipment.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, shapes and textures associated with job-related objects, materials and tasks.
- The employee must exert light physical effort in sedentary to light work, occasionally involving lifting, carrying, pushing, pulling, crouching, crawling, kneeling, stooping and or moving up to 25 pounds.

Memo – Support Services Manager Reclassification Request

March 3, 2026

Overview

The Support Services Manager (Police Department) is a non-sworn, civilian command staff position responsible for managing the Communications Center and Records Division, supervising non-sworn personnel, and overseeing critical departmental functions. Based on the Job Description and Job Analysis Questionnaire (JAQ), this position requires significant policy development, operational oversight, and staff management beyond what is reflected in its current grade placement.

Job Analysis Findings

The JAQ identifies the following key characteristics of the role:

- **Supervision:** Oversight of 15 employees across Communications and Records divisions, including hiring, training, discipline, and performance evaluation.
- **Policy Development:** Level 5 – primary responsibility for developing departmental policies, ensuring compliance with local, state, and federal laws.
- **Decision-Making:** High discretion with potential for serious to critical organizational impact.
- **Operations Oversight:** Manages 24/7 emergency and non-emergency communications operations, CAD/RMS software, compliance systems, payroll, and departmental budget functions.
- **Interagency Coordination:** Acts as liaison with UW–Whitewater Police, Whitewater Fire/Rescue, surrounding communication centers, and the District Attorney’s Office.
- **Education & Experience:** Requires a minimum of 10 years’ supervisory experience for efficient job performance. Associate’s degree required, Bachelor’s degree preferred, with expertise in public safety communications, policy, and personnel management.

Comparison to Salary Resolution

- **Grade L (\$62,480 – \$84,348):** Includes positions such as Assistant Parks & Recreation Director. These roles carry mid-level program management responsibility but do not typically include 24/7 operational oversight or policy authority. Additionally, Assistant Parks & Recreation Director does not have direct supervisory responsibilities.
- **Grade M (\$67,183 – \$90,697):** Includes positions such as EMS Chief and Accountant. These roles involve professional management, compliance oversight, accreditation, and supervision—closely aligned with the Support Services Manager.
- **Grade N (\$72,240 – \$97,524):** Includes HR Manager, City Clerk, and Comptroller. These positions carry statutory authority and citywide policy responsibility, a broader scope than the department-level focus of the Support Services Manager.

Recommendation

Based on the scope of responsibility, supervisory oversight, and policy development authority documented in the JAQ, the Support Services Manager should be classified at Pay Grade M (\$67,183 – \$90,697).

This placement reflects parity with comparable management-level positions such as EMS Chief, acknowledges the position’s significant operational and supervisory responsibilities, and ensures consistency with the City’s compensation structure.

The evaluation and analysis support reclassifying the Support Services Manager to a higher level to better reflect the scope, complexity, and strategic impact of the role. The position functions as a partner within the Command Staff, contributing to department-wide planning, operational support, fiscal oversight, and organizational leadership. However, the current compensation structure places the Support Services Manager four pay steps below the captains, despite a high level of responsibility, accountability, and executive-level collaboration. Adjusting the classification would more accurately align compensation with the role's leadership status and reinforce the position as a true peer within the department's command structure.

Conclusion

Adopting this recommendation will more accurately align the Support Services Manager position with its duties and responsibilities, while supporting internal equity and competitive pay practices for critical management roles within the City of Whitewater.

Analysis - Support Services Manager

March 3, 2026

The following is a structured analysis of where the Support Services Manager (Police Department) should fall on the City of Whitewater's Salary Resolution:

Job Description

Job Scope & Responsibilities

- Management-level, non-sworn role within the Police Department.
- Provides direct supervision of Communications Center and Records staff (currently 4 directly, 7 through Communication Coordinator).
- Oversees hiring, training, payroll, budgeting, records management, CAD/RMS systems, and internal affairs for non-sworn staff.
- Serves as TAC (TIME Agency Coordinator) and liaison to other agencies.
- Makes disciplinary recommendations and manages compliance with policies, statutes, and state/federal regulations.

This is clearly an upper-level professional/management position, not clerical.

Qualifications (before updates)

- Education: Associate's degree required, Bachelor's preferred.
- Experience: 5+ years of increasingly responsible experience, with supervisory/management exposure.
- Skills: Broad knowledge of police administration, labor law, public safety communications, and IT systems.
- Comparable to other mid-to-upper management roles in the City structure (HR Manager, City Clerk, Comptroller).

Comparison to Existing Salary Resolution

- Grade L (Support Services Manager – currently listed): \$62,480 - \$84,348.
 - That's where the Support Services Manager is already placed.
 - Roles here include Assistant Parks & Recreation Director (no direct supervisory functions).
- Grade N (HR Manager, City Clerk, Comptroller): \$72,240 - \$97,524.
 - These are citywide management positions with broad statutory/legal authority and higher-level policy impact.
 - The Support Services Manager has narrower scope (police-focused), though some responsibilities (internal affairs, TAC oversight) are significant.
- Grade M (Accountant, EMS Chief): \$67,183 - \$90,697.
 - Professional and technical management, but with less breadth than HR Manager/City Clerk.
 - Closer match in responsibility than L, given supervisory and regulatory functions.

Market Comparison

This position presents challenges in conducting a direct market comparison, as many similarly sized police departments assign these responsibilities to a sworn command staff member rather than a civilian manager, making true equivalency difficult to establish. In reviewing comparable communities,

we found that Fort Atkinson maintains a similar—though not identical—civilian role at a lower pay range, while Eau Claire classifies a comparable position at a significantly higher range. These variations reflect differences in organizational structure, scope of authority, and departmental size, underscoring the importance of evaluating this role based not only on external benchmarks but also on the specific operational responsibilities, supervisory demands, and command-level expectations within our organization.

Recommendation

The Support Services Manager should be placed in Pay Grade M or high end of Grade L.

- Why Grade M fits:
 - Supervises staff, manages budget/payroll, oversees compliance and public safety systems.
 - Higher responsibility and independence than Grade L positions.
 - Comparable in scope to EMS Chief (also manages personnel, compliance, and specialized operations).
- Why not Grade N:
 - While complex, the role does not carry statutory authority (like City Clerk) or citywide policymaking like HR Manager.

Final Placement

- Best fit: Grade M (\$67,183 - \$90,697).
- If the City wants to acknowledge the breadth of police operational oversight, Grade N could be considered, but Grade M is the most defensible placement for parity across departments.

Job Analysis Questionnaire

Key Findings from JAQ

- Nature of Role: Defined as a civilian command staff position supervising Communications and Records divisions, with oversight of 24/7 operations, critical equipment, and departmental development
- Core Duties (pages 1–2): Leadership and guidance to subordinates, oversight of equipment, hiring/discipline, payroll, budget planning, project management, compliance, computer operations oversight, records management, and policy development.
- Education/Experience (page 2):
 - Required: High school plus 10 years field/supervisory experience.
 - Preferred: Bachelor's degree, leadership training, project management/accreditation experience.
- Decision-Making (page 3): High discretion with potentially serious to critical organizational impact.
- Policy Development (page 3): Level 5 — significant/primary responsibility for developing departmental policies.
- Planning (page 4): Level 4 — requires strong analytical ability to plan departmental operations.
- Contacts (page 4): Frequent contact with internal and external agencies (Finance, HR, Fire/EMS, DA's office).
- Supervision (page 4): Direct supervision of 6 to 15 employees (Level 4).
- Technology (page 5): Level 5A — oversight of specialized public safety software, CAD/RMS, and compliance systems.
- Workload Split (page 6): About 75% management of staff/operations.

Comparison to Salary Resolution

- Grade L (\$62,480 - \$84,348): Support Services Manager (listed), Asst. Parks & Rec Director. Primarily mid-level managers with some program responsibility.
- Grade M (\$67,183 - \$90,697): Accountant, EMS Chief, Lead Operator. Professional/technical managers with compliance and operational oversight.
- Grade N (\$72,240 - \$97,524): HR Manager, City Clerk, Comptroller. Higher policy authority, citywide scope, statutory responsibilities.

Alignment

- The JAQ shows substantial responsibility for policy development, compliance, supervision, and 24/7 operations oversight – a scope exceeding Grade L positions.
- Responsibilities align more closely with Grade M, particularly the EMS Chief (also oversees compliance, accreditation, and staff management).
- Some elements (policy development, interagency coordination, high discretion in decision-making) brush against Grade N, but the scope remains departmental, not citywide.

Recommendation

Reclassify/affirm placement at Grade M (\$67,183 - \$90,697).

- Consider upgrading education and experience requirements to Bachelor's required and 5-8 years increasingly responsible experience or Bachelor's preferred and 10 years of increasingly responsible experience to more closely match the EMS Chief and Accountant positions in Level M. However, comparable positions within the PD (Captains) only require an Associate's degree and 5 years of experience.
- Account for the completion of the School of Police Staff and Command as part of the job requirements. (See attached from Northwestern for more information)
- Justification:
 - Supervisory role over multiple staff with 24/7 operational responsibility.
 - Independent decision-making with serious organizational impact.
 - High-level policy development and compliance obligations.
 - Comparable to EMS Chief, not yet at citywide statutory/policy scope of HR Manager or City Clerk.

EMPLOYEE JOB ANALYSIS QUESTIONNAIRE (JAQ)

IDENTIFICATION INFORMATION

NAME: <u>Sabri m Ojibway</u>	DATE: <u>9-1-2025</u>
YEARS OF EXPERIENCE WITH EMPLOYER: <u>27</u>	JOB TITLE: <u>Support Services Manager</u>
YEARS OF EXPERIENCE ON THIS JOB: <u>6</u>	YOUR JOB IS: FULL TIME <input checked="" type="checkbox"/> PART TIME <input type="checkbox"/>
YOUR YEARS OF EXPERIENCE IN THIS FIELD: <u>27</u> <u>19 1/2 years as dispatcher 1 1/2 Comm. Supervisor</u>	YOUR EDUCATION: <input type="checkbox"/> High Sch. <input type="checkbox"/> Assoc. Deg. <input checked="" type="checkbox"/> Bach. Deg. <input type="checkbox"/> Mas. Deg.
NAME OF IMMEDIATE SUPERVISOR: <u>Dan Meyer</u>	HIS/HER TITLE: <u>Chief of Police</u>

INSTRUCTIONS

The purpose of this questionnaire is to obtain additional information about your job that may not be included in your current job description. Please answer each question thoughtfully and frankly. After you have finished your portion of the questionnaire, give it to your immediate supervisor, who will complete his/her section.

General Summary: In three or four sentences, please summarize the major purpose or primary function of your job.

Civilian Command Staff position that supervises Communications/Records divisions. Oversight of 24/7 operations, critical equipment and assist w/ departmental development

Please indicate if you have reviewed your current job description.

If you have any changes to your current job description, please mark them on the JD and attach it to this JAQ, or indicate changes here:

Job description reviewed & attached.

If you do not have a job description available to review, please list your job duties. Try to place your duties in their order of importance, and group "like" tasks together (e.g., "clerical duties including word processing, opening mail, filing, etc." or e.g., "front desk responsibilities including greeting visitors, answering telephones and routing calls, etc.").

Job Duty

1. Providing leadership & guidance to subordinates
2. Responsible for oversight/maintenance/replacement of critical equipment
3. Hiring/discipline/firing/evaluating/oversight of training staff
4. Policy review & development (accreditation)
5. Payroll review of entire department
6. Budget planning

7. Project management (planning, development & implementation)
8. Ensuring compliance of departmental & security policy & procedures.
9. Oversight of computer operations / program administrator
10. Management of departmental records.
11. Departmental liason to various vendors, outside agencies & city departments.
12. Maintaining operational readiness for a 24/7 department.
13. Report preparation / data analysis.
14. Participation in department goal setting & future planning
15. Repository of knowledge

Feel free to add more numbers/duties if necessary.

FACTOR 1: Education and Training: In your opinion, what kind of education and training is necessary to perform your job?

- LEVEL 1: Level of knowledge that is below what is normally attained through high school graduation.
- LEVEL 2: High school diploma (GED) or equivalent.
- LEVEL 3: High school, plus elementary technical training, acquired through one year or less of technical or business school.
- LEVEL 4: Extensive technical or specialized training such as would be acquired by an Associate's Degree or two years of technical or business school.
- LEVEL 5: Completion of four-year college degree program.
- LEVEL 6: Additional professional level of education beyond a four-year college program, such as a CPA or Professional Engineer (P.E.) training.
- LEVEL 7: Completion of graduate coursework equal to a Master's Degree or higher.

What specific degree/coursework is NECESSARY? High School w/ minimum 10 year Telecommunicator & Supervisory experience. Telecommunications certifications & Records training.
 What specific degree/coursework is PREFERRED? 4 year degree, leadership training (eg. Staff & Command) ability to interpret law & develop policy. Experience w/ project management / Accreditation
 If a specific certificate or license is mandated by an outside agency to perform your duties, name the certificate or license: N/A

What special skills, knowledge, and abilities are required to perform your job? Please list:

Knowledge of various systems (radio/telephone/911), privacy acts, employment law, budget

FACTOR 2: Years of Experience: How much previous work experience do you feel is necessary to perform your job?

- LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4: LEVEL 5:
 LESS THAN 1 YEAR 1 TO 3 YEARS 4 TO 6 YEARS 7 TO 10 YEARS MORE THAN 10 YEARS

What is the minimum number years required? 10 years in the field w/ supervisory experience

What specific experience is necessary?

.....
FACTOR 3: Independent Judgment and Decision Making:

Part 1:

How much discretion do you have in making decisions with or without the input or direction of your supervisor?

- LITTLE: Little discretion or independent judgment exercised.
- SOME: Some discretion or judgment exercised, but supervisor is normally available.
- OFTEN: Job often requires making decisions in absence of specific policies and/or guidance from supervisors, but some direct guidance is received from supervisors.
- HIGH: High level of discretion with decisions restricted only by Departmental policies and little direct guidance from supervisors.
- VERY HIGH: Very high level of discretion with decisions only restricted by the broadest policies of the Organization.

Part 2:

If you make an erroneous decision, what impact would this decision have on your work unit, department, and/or the Organization?

- MINOR: Some inconvenience and delays but minor costs in terms of time, money, or public/employee good will.
- MODERATE: Moderate costs in time, money, or public/employee good will would be incurred. Delays in important projects/schedules likely.
- SERIOUS: Important goals would not be achieved and the financial, employee, or public relations posture of the Organization would be seriously affected.
- CRITICAL: Critical goals and objectives of the Organization would be adversely and very seriously affected. Error could likely result in critical financial loss, property damage, or bodily harm/loss of life.

* *Could range from minor all the way up to critical, depends on the decision.*

FACTOR 4. Responsibility for Policy Development: Does your job require you to participate in the development of policies for your unit/division/department/the Organization?

- LEVEL 1: Position involves only the execution of policies or use of existing procedures.
- LEVEL 2: May provide some input to supervisor when policies and procedures are updated.
- LEVEL 3: Position involves some development of policies/procedures for the Department, as well as the interpretation of departmental policies for others in the organization or residents.
- LEVEL 4: Position involves significant or primary responsibility for the development of policies and procedures for a division or organizational component of a department, as well as the interpretation, execution and recommendation of changes to department policies.
- LEVEL 5: Position involves significant or primary responsibility for the development of policies and procedures for an entire department, plus occasional participation in the development of policies which affect other departments in the organization.
- LEVEL 6: Position involves the primary responsibility for the development of departmental policies and procedures and regular participation in the development of policies that affect other departments and occasionally involves participation in the development of organization-wide policies.

Give some examples of the types of policies you've written or been a part of creating: *Review of all*

Updates to Communications Guidelines, Dispatch Operations, Peer Support, TIME, development of CJIS

FACTOR 5. Planning: How much latitude do you have to set your own daily work schedule and priorities for a given workday?

- LEVEL 1: Position requires that my daily work load and activities are assigned to me by my supervisor.
- LEVEL 2: Position requires that I plan my own daily work load and work independently according to established procedures or standards.

- LEVEL 3: Position requires that I plan my own daily work load and those of others in the department (first-level supervision).
- LEVEL 4: Position requires an above average ability to analyze data and develop departmental plans, including plans where a number of difficult, technical and/or administrative problems must be addressed (Manager/Division level planning).
- LEVEL 5: Position requires a high level of analytical ability to develop plans for a department or complex situation, including plans that involve integrating/involving/impacting other departments (Department Head level planning).

.....

FACTOR 6. Contacts with Others: In the course of performing your job, what contacts with people in your department, other departments within the organization, and/or people from outside the organization are you required to make?

- LEVEL 1: Position involves interaction with fellow workers on routine matters with relatively little public contact.
- LEVEL 2: Position involves frequent internal and external contact, but generally on routine matters such as furnishing or obtaining information.
- LEVEL 3: Position involves frequent internal contact and regular contact with outsiders generally on routine matters, including contacts with irate outsiders which require some public relations skill for taking complaints for others to follow up on.
- LEVEL 4: Position involves frequent internal and external contacts which require public relations skills in handling complaints. Contacts involve non-routine problems and require in-depth discussion and/or persuasion in order to resolve the problem. Handles more difficult contacts that are referred by front line employees.
- LEVEL 5: Position involves frequent internal and external contacts which require skill in dealing with, and influencing others, and initiating changes in policy/procedures to address the issue so as to avoid having to deal with the issue again in the future.
- LEVEL 6: Position involves frequent internal and external contacts in which I act as the spokesperson for the department and may be authorized to make commitments of resources on behalf of the department.
- LEVEL 7: Position involves frequent internal and external contacts where I represent the entire organization and am authorized to make commitments in matters of broad or critical interest to the entire organization.

With which internal individuals or groups do you have the most contact?

IT, Finance Dept, Fire & EMS, Police, Fire Commission, HR, City Clerk

With which external individuals or groups do you have the most contact?

Various vendors e.g. Gen Comm, surrounding agencies, Wal Co, Jeff Co, DA's office

.....

FACTOR 7. Supervision Given:

LEVEL 1: Do you supervise or assign work to other employees? Yes No

If yes:

- LEVEL 1: Position is regularly responsible for assigning work to an employee or employees, without acting in a supervisory role. To whom does this position assign work?
- LEVEL 2: Position is responsible for the supervision of one full time or several part time employees.
- LEVEL 3: Position is responsible for the supervision of two to five full time (or full time equivalent) employees.
- LEVEL 4: Position is responsible for the supervision of six to 15 full time (or full time equivalent) employees.
- LEVEL 5: Position is responsible for direct and/or indirect supervision of 16 to 29 full time (or full time equivalent) employees.
- LEVEL 6: Position is responsible for direct and/or indirect supervision of 30 to 50 full time (or full time equivalent) employees.
- LEVEL 7: Position is responsible for direct and/or indirect supervision of more than 51 full time (or full time equivalent) employees.

Actual number of full-time (or full-time equivalent) employees supervised:

FACTOR 8. Physical Demands: Please describe any physical demands required to perform your job.

Demand	No	Yes	How often? (rarely, occasionally or daily)
Lifting to 20 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Lifting 20-50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Lifting 50+ pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Crouching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Daily
Prolonged Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Prolonged Visual Concentration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Daily

Only when trouble-shooting equipment

Unpleasant or Hazardous Conditions: Please describe any unpleasant or hazardous conditions you are exposed to in performing your job and how often you are exposed to those conditions. Include only those conditions which are directly related to your work rather than specific work area conditions.

Condition	No	Yes	How Often?
Lighting-dimness or brightness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Wetness/Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Toxic Agents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Electrical Currents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heavy Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Violence	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Rarely - not direct violence
Disease	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

FACTOR 9. Use of Technology/Specialized Equipment: Please check the level of technology or specialized equipment use needed for you to perform your job:

- LEVEL 1: Position has no responsibility for, or use of, technology.
- LEVEL 2: Position has some basic use of computers for word processing/data entry and some use of the telephone, copier, etc.
- LEVEL 3: Position has daily use of computers for word processing/data entry and use of the telephone, fax machine, copier, etc.
- LEVEL 4: Position has daily use of computers, the Internet, Smartphones, etc. to create databases, spreadsheets, or reports. Position designs and creates customized reports, presentations, and/or documents using advanced software skills.
- LEVEL 5A: Position provides routine consultation and technology support for everyday computer programming and/or software requests/questions to others in the organization; is an applications super user; or uses specialized software such as GIS, SCADA or telecommunications software.

- LEVEL 5B: Position uses, troubleshoots, and/or repairs various pieces of specialized equipment such as HVAC, lighting, gas flares, blowers, engines, heavy equipment, diagnostic equipment, large vehicles (vacuum trucks, street sweepers, fire apparatus) and/or medical or public safety equipment.
- LEVEL 6: Position is responsible for advanced computer programming, maintenance, training, and purchasing of items such as computers, printers, scanners, etc., for the computer system for the organization (IT personnel).
- LEVEL 7: Position is responsible for system security, as well as the overall direction and supervision of the staff that are responsible for the computer and technology needs of the organization, including responsibility for developing technology policies for the organization (IT personnel).

.....

10. FLSA Exempt or Non-Exempt Determination

Do you receive overtime or comp time for hours worked beyond your normal work week?

Yes No

Is your position considered any one of the following: Executive, Administrative, Professional, or Computer? If so, please answer the questions in the applicable sections below. If not, please skip to Question 11.

PLEASE ANSWER FOR ONLY ONE CATEGORY:

Analysis of the two

a. Executive	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
Are you paid the equivalent of at least \$455 per week on a salary basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you paid the equivalent of at least \$913 per week on a salary basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is your primary duty managing the department or unit of a local government? Percent of time spent managing <u>75%</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you customarily direct the work of two or more other employees (or the equivalent of two or more, e.g., 4 part timers)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the ability to hire and fire, or do your recommendations carry significant weight even if you are unauthorized to make the final decision?		<input type="checkbox"/>	<input type="checkbox"/>
b. Administrative	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
Are you paid the equivalent of at least \$455 per week on a salary basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you paid the equivalent of at least \$913 per week on a salary basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is this a "staff" position where your primary duty is performing office or non-manual work directly related to the management or general operations of the organization, division or unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you exercise discretion and independent judgment with respect to matters of significance, have the authority to formulate/interpret policy, and have a high level of operational responsibility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Professional	<u>Yes</u>	<u>No</u>	<u>Don't know</u>

Are you paid the equivalent of at least \$455 per week on a salary basis?

Are you paid the equivalent of at least \$913 per week on a salary basis?

Does your primary duty include the performance of work that requires advanced knowledge in a field of science or learning that is customarily acquired by a prolonged course of specialized instruction?

Is a specialized advanced degree a prerequisite for your job?
If yes, what is the degree or certification?

d. Computer Yes No Don't know

Are you paid the equivalent of at least \$455 per week on a salary basis?

Are you paid the equivalent of at least \$913 per week on a salary basis?

Do your primary duties involve: Yes No Don't know

1. The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications; or

2. The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on or related to user or system design specifications; or

3. The design, documentation, testing, creation or modification of computer programs related to organizational operating systems; or

4. A combination of the aforementioned duties, the performance of which requires the same level of skills.

11. **Comments/Additional Information:** Feel free to add additional information below. If using a printed copy of this form, use the back of the form to add your comments.

Type your name and the date below, then save this form as a Word document with your last name in the file name and email it to your supervisor. If using a printed copy of this form, sign and date it and then deliver to your supervisor.

Salvina Ojiluway
EMPLOYEE'S SIGNATURE OR TYPED NAME

9-1-2025
DATE

THIS SECTION TO BE COMPLETED BY IMMEDIATE SUPERVISOR AND/OR DEPARTMENT HEAD

Please provide your comments below. If using a printed copy of the form and additional space is needed, please use the back of this form or attach an additional sheet. **Please do not mark in employee's portion of the questionnaire.**

1. Do you agree with the employee's answers to all of the above questions? If not, please explain.

YES.

2. List any job duties or assignments which the employee performs which are in addition to those listed on the job description or this form.

PFC STAFF CONTACT - AGENDA PREP/MINUTES/MTC MANAGEMENT

3. How long has this employee worked for you?

I'VE BEEN HER DIRECT SUPERVISOR SINCE 4/13/2019 (6 1/2 YEARS)

4. Additional comments from the employee's immediate supervisor:

POSITION IS EXTREMELY UNIQUE & DIFFICULT TO COMPARE TO OTHER LE AGENCIES

Type your name and the date below, then email this form to your Department Head (if applicable) or to the Finance Director. If using a printed copy of this form, sign and date it before forwarding.



SUPERVISOR'S SIGNATURE OR TYPED NAME

9/12/2025

DATE

If Supervisor isn't Department Head, Department Head should review this form as well.

- I have read the above and substantially concur.
- I have read the above and have the following comments:

Type your name and the date below, and then email this form to the Finance Director. If using a printed copy of this form, sign and date it before forwarding.



DEPARTMENT HEAD SIGNATURE OR TYPED NAME

9/12/2025

DATE

IMPORTANT DATES:

Leadership Education through a Top 10 University

School of Police Staff & Command (SPSC) offers an unparalleled education in public safety leadership and management that helps experienced law enforcement professionals succeed in senior command positions. This is the only program of its kind offered by a Top Ten university. Simply put, you cannot find better than SPSC.

"This was life-changing training. I told my chief that I have been on the job as a supervisor for 15 years and feel I just saw the playbook."

— Russ Matson, SPSC #568, Deputy director of Administration Services, Naperville (IL) Police Department

Since 1983, SPSC has graduated nearly 600 classes — more than 21,500 students — consisting of the some of the best and brightest professionals in the field.

PREREQUISITES: Participating students must have at least two years of experience as a mid- or upper-level supervisor or manager.

- [The SPSC Advantage](#) ([/#The SPSC Advantage](#))
- [SPSC Curriculum](#) ([/#SPSC Curriculum](#))
- [University-Level Work](#) ([/#University-Level Work](#))
- [Select On-Ground or Online](#) ([/#Select On-Ground or Online](#))
- [Tuition, Prerequisites & University Credit](#) ([/#Tuition, Prerequisites & University Credit](#))
- [Expert Instructors](#) ([/#Expert Instructors](#))
- [SPSC News & Resources](#) ([/#SPSC News & Resources](#))

The SPSC Advantage

Since its inception [more than 40 years ago](#) ([/aboutnucps/news/spscis40.html](#)), law enforcement agencies throughout the U.S. and around the globe have recognized the important impact SPSC makes on their leadership and management teams.

Students who successfully complete SPSC are better prepared to:

- Think globally rather than remain task-oriented;
- Deliver services effectively and efficiently;
- Successfully accomplish team-oriented projects and tasks;
- Analyze the environment;
- Mitigate legal exposure; and,
- Develop systems of accountability.

Select On-Ground or Online

Opt for an on-ground or online experience. The curriculum is the same no matter which format you choose.

SPSC On-Ground



SPSC On-Ground students are in the classroom for a total of 10 weeks. To ensure that students have sufficient time to attend class and to complete college-level reading and writing assignments, they should be released from normal job responsibilities during their course.

Different course locations may offer schedule variations, with weeks off for holidays or between units. Specific weekly schedules are posted on the registration page for each individual SPSC class.

Select a SPSC Location & Register (<https://registration.nucps.northwestern.edu/searchResults.cfm?couID=8>)

SPSC Online



SPSC Online (SPSCO) provides the same curriculum as our on-ground program but with the added benefits of a longer time frame, the ability to remain on the job, and the convenience of studying and participating from home, the office, or wherever else life takes you.

SPSCO is asynchronous and instructor led, meaning that there are no specific times at which students must login to the course site; however, consistent participation is expected. Students also must complete course assignments by set due dates. *SPSC Online students should expect to dedicate 20 to 30 hours per week on this course to complete assignments and maintain participation requirements.* [Click here to learn more about NUCPS Online Learning.](#) ([/..faq/onlinelearning.html](https://www.nucps.edu/faq/onlinelearning.html))

SPSC Curriculum

The School of Police Staff and Command (SPSC) is the most academically rigorous program available for experienced mid- and upper-level supervisory personnel. Through an innovative combination of academic principles blended with practical applications, our intensive curriculum focuses on areas critical to successful senior law enforcement leadership and management. In addition to lectures, our curriculum is designed for practical application of academic principles plus course activities that encourage class members to learn from one another's experiences.

Students in the on-ground and online programs study the same SPSC curriculum, which includes the following topics:

- Budgeting
- Communications & Media Relations
- Contemporary Policing
- Critical Incidents
- Decision Making
- Employee Relations
- Employment Law
- Evaluating Products & Services
- Executive Image
- Human Resources & Employee Discipline

- Leadership Principles
- Officer Wellness
- Organizational Behavior
- Strategic Planning & Policies
- Performance Appraisals & Job Design
- Project Management
- Recruiting
- Resource Allocation
- Statistics
- Traffic

University-Level Work

Students should be prepared to complete university-level course work. This means that they are able to:

- Write an annotated research paper.
- Perform mathematic operations and understand elementary algebraic notation.
- Read, comprehend, and retain assigned materials based on textbooks, professional journals, trade magazines, and other sources.
- Schedule time to complete out-of-class reading and writing assignments and study.

Research is a key component of SPSC, and all students are required to write an objective, well-documented [staff study](#) (<http://aboutnucps/staffstudies1.html>), addressing a problem or issue currently affecting the student's organization. Because the student's research project originates from a timely and critical issue facing that student's agency, the final study can be put to use immediately.

Please note: Students who enroll in our 10-week, on-ground course should be released from their regular job responsibilities to ensure that they have sufficient time to attend class, complete homework assignments, and study for unit tests.

[Download a printable, detailed PDF about the SPSC Curriculum.](#) (<http://docs/curriculum-details-spsc-2025.pdf>)

Tuition, Prerequisites & University Credit

On-Ground Tuition: \$4600+ (varies by location) | Online Tuition: \$4,500



Prerequisites: 2 years of supervisory experience; completion of Supervision of Police Personnel is highly recommended. *SPSC is not appropriate for entry-level officers, deputies, or troopers. We recommend [Supervision of Police Personnel \(/index.html\)](#) for those recently appointed to their first supervisory position.*

Northwestern University credit: 6 units of credit under the Northwestern University quarter system.

[Click for Upcoming On-Ground & Online Sections \(/https://registration.nucps.northwestern.edu/categorySearch.cfm?category=1&prgID=9\)](https://registration.nucps.northwestern.edu/categorySearch.cfm?category=1&prgID=9)

Expert Instructors

Our carefully selected SPSC course directors, adjunct instructors, and guest lecturers are experts in their fields. They enhance the program's learning experience by not only teaching critical concepts and strategies — but also how to effectively **implement** the concepts, **apply** the strategies, and **lead** situations where the problems are real and agency outcomes are critical.

SPSC News & Resources

NUCPS Executive Leadership Award

Students who successfully complete NUCPS' three core leadership and management courses — [Supervision of Police Personnel \(/spp.html\)](#), School of Police Staff & Command, and the [Executive Management Program \(/executivecourses.html\)](#) — are eligible to apply for the NUCPS Executive Leadership Award.

[Learn more about the Executive Leadership Award \(/executive-leadership-award.html\)](#)

Receive Info on Upcoming SPSC Sections

<i>First Name</i>	*	<i>Last Name</i>	*
<i>Email</i>			*
<i>Confirm Email</i>			*
<i>Agency</i>			
Lists *			
<input type="checkbox"/>	School of Police Staff and Command		
<input type="checkbox"/>	Supervision of Police Personnel		
<input type="checkbox"/>	Executive Management Program		
<input type="checkbox"/>	Online Courses		
Submit			



Address

Center for Public Safety

405 Church St., Evanston, IL 60201 (<https://maps.app.goo.gl/Cpog6suU18VhWFNT8>)

Phone:

TOLL FREE

(800) 323-4011 (<tel:+1-800-323-4011>)

OFFICE

(847) 491-5476 (<tel:+1-847-491-5476>)

Privacy Policy (<https://sps.northwestern.edu/info/privacy-popup.php>)





RE: Salary Range Inquiry – Administrative Division Manager Position

From Alia Johnson <Alia.Johnson@EauClaire.Wi.Gov>
Date Tue 3/3/2026 10:26 AM
To Kristina Letson <kletson@whitewater-wi.gov>

You don't often get email from alia.johnson@eauclairewi.gov. [Learn why this is important](#)

Here you go! Currently, we only go to Step 7. So \$86,133.84 – \$102,903.22 is the current range.

Accounting Manager	P	86,133.84	89,188.32	92,299.17	95,064.32	97,944.91	100,393.70	102,903.22	105,475.55	108,112.78	110,815.54
Building Inspector		41,410.5	42,879.0	44,374.6	45,704.0	47,088.9	48,266.2	49,472.7	50,709.4	51,977.3	53,276.1
City Surveyor											
Communications Center Manager											
Community Services Operations Manager											
Computer Support Supervisor											
Financial Operations Manager											
Housing Division Manager											
Human Resources Manager											
Neighborhood Services Manager											
Network Engineer											
Parks, Forestry, & Cemeteries Manager											
Payroll & Benefits Manager											
PD Administrative Division Manager											
Planning Manager											
Purchasing Manager											
Recreation & Facilities Manager											
Risk Manager											
Streets & Fleet Manager											
Systems Engineer											
Transit Manager											
Utilities Chemist											
Utilities Engineer I											

Thank you,

Alia Johnson, SHRM - CP
Human Resources Specialist
City of Eau Claire | Human Resources
715.839.6178
alia.johnson@eauclairewi.gov



From: Kristina Letson <kletson@whitewater-wi.gov>
Sent: Tuesday, March 3, 2026 10:00 AM
To: Alia Johnson <Alia.Johnson@EauClaire.Wi.Gov>
Subject: Re: Salary Range Inquiry – Administrative Division Manager Position

Kelly Thompson
Administrative Division Manager – PD