

PUBLIC SAFETY OFFICE MANAGER

Village of Palmyra, Wisconsin

Department	Public Safety
Reports To	Director of Public Safety
Supervises	N/A
FLSA Status	Non-Exempt
Employment Status	Part Time with Benefits
Pay Range	\$20 to \$ 27 per hour
Approved By / Date	Village Board / [Month Day, Year]
Revised	[Month Day, Year]

Position Summary

The Public Safety Office Manager provides advanced administrative, operational, records, financial, and customer-service support for the Village of Palmyra's public safety functions. The position coordinates day-to-day office activities; supports departmental leadership and personnel; maintains accurate, secure, and legally compliant records; assists with budgeting, purchasing, grants, scheduling, and reporting; and serves as a professional point of contact for residents, partner agencies, vendors, and Village officials.

This is a position where the Public Safety Office Manager does not exercise sworn law-enforcement authority, however, when appropriately licensed or certified and authorized by the Village, the employee may periodically provide Emergency Medical Services (EMS) services within the scope of their training, certification, Village protocols, and applicable law. The employee does not perform duties reserved for sworn law-enforcement officers.

Essential Duties and Responsibilities

The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the Village and/or the requirements of the position change. The Village may assign other job-related duties consistent with operational needs and applicable law.

- Provides clerical, record keeping and mail processing functions; answers telephones and routes calls; greets and directs visitors.
- Provide direct administrative support to the Police Chief / Fire Chief / Public Safety Director.
- Serves as the primary source point for residents and customers; answers inquiries regarding policies, ordinances and procedures; provides information; responds to technical inquiries.
- Track and review assignments, deadlines, renewals, inspections, certifications, training records, citations, and police reports; follow up with responsible parties.
- Conducts research on customer inquiries and complaints; responds as appropriate and/or directs to the responsible department, Chief or Public Safety Director.
- Create, receive, classify, enter, maintain, retrieve, archive, and dispose of departmental records in accordance with Wisconsin law, approved retention schedules, and Village procedures.
- Coordinate employee schedules for police/fire/and EMS as needed, timekeeping records, leave documentation, training registrations, and travel arrangements as necessary.
- Coordinate responses to public records requests in consultation with the legal custodian, department leadership, Village Clerk-Treasurer, and Village Attorney, as appropriate.
- Maintain strict confidentiality of law-enforcement, medical, personnel, juvenile, victim, investigative, and other protected or sensitive information.
- Perform accurate data entry and quality-control review in approved records-management, scheduling, finance, incident-reporting, and state or federal reporting systems, as authorized.
- Works with Village government to conduct criminal background checks on individuals or companies seeking licenses and permits to be in compliance with local ordinances and state laws. Refers them to other city or county departments for additional permits or licenses if needed.
- Processes criminal incident reports, statements, testimony, and video that are often of a confidential, violent, graphic and/or uncomfortable nature. This work product is then sent to the district attorney's office for criminal prosecution. Employee is subject to ongoing federal Criminal Justice Information Systems (CJIS) security requirements given their access to sensitive criminal justice databases and other confidential law enforcement information.
- Processes and transmits reports for Child Protective Services (CPS)

- Registers, records, and documents training for all employees at the police department. Submits training for sworn officers into the statewide training database (ACADIS). Responsible for ensuring all sworn officers have 24 hours of mandated law enforcement training per year in order to retain their officer certification. May also be asked to record and follow up on required Fire/EMS training and certifications.
- Issues department credentials and assists with the management of the department door access system.
- Enters, processes, coordinates, and fulfills open records requests per Wis Stats §19.35. Open records requests include reviewing and redacting body worn camera footage and squad dash camera video.
- Manages and assists with evidence/property, intake, storage, and release within statutory guidelines and department policy. Assists with managing evidentiary change of custody.
- Collaborates with District Attorney's office to locate, assemble, and provide evidentiary records for criminal prosecution.
- Initial point of contact for criminal prosecution for District Attorney's office.
- Prepares, copies, and distributes completed incident reports utilizing the Police Records Management System with supporting documentation, in accordance with Department procedures.
- Compiles and maintains a variety of complex and detailed files and records.
- Performs office management tasks; order and maintains office supply inventories, maintains or arranges service for office equipment, maintains an orderly and clean office area.
- Assist with annual budget preparation, expenditure monitoring, invoice review, purchasing, purchase orders, cash receipting and forwarding of bill list to Clerk Treasurer.
- Maintain inventory and asset records for equipment, uniforms, keys, access credentials, technology, and supplies; coordinate procurement and disposal under Village procedures.
- Research grant opportunities; assist with applications, supporting documentation, reimbursement requests, performance reporting, and grant-file retention.
- Coordinate vendor communications, quotes, service schedules, warranties, and contract documentation within delegated authority.
- Assist leadership with policy, procedure, and standard-form maintenance; distribute approved updates and track required acknowledgments.
- Assists in reviewing the department's needs for equipment or form changes to increase efficiency and effectiveness. Creates new forms, internal forms, and interactive forms as necessary.

- Assist with training and supporting any designated Public Safety Administrative personnel consistent with Village policy and delegated authority.
- Provide courteous, trauma-informed, and responsive service by telephone, email, written correspondence, and in person, including during stressful or sensitive interactions.
- Routes urgent, technical, or legally sensitive matters appropriately.
- Maintain effective working relationships with Village departments, elected officials, courts, prosecutors, dispatch, law-enforcement agencies, fire/EMS partners, schools, community organizations, and the public.
- Records and reviews payroll information for all police/fire/EMS department employees prior to submitting to the Village Clerk's office for processing..
- May be asked to become a Notary Public depending on the Village's needs.
- Serves as Public Safety Department's required Crime Information Time Agency Coordinator.

Required Qualifications

- High school diploma or equivalent.
- [Three / five] years of progressively responsible office administration, records, public safety support, municipal government, legal, healthcare, or similarly regulated experience.
- Valid driver's license and an acceptable driving record if operation of a Village vehicle or travel between work locations is required.
- Ability to pass a criminal and financial background screening and maintain eligibility for access to restricted facilities, systems, and information.
- Ability to obtain required system access, records, privacy, notary, or other role-specific credentials within the timeframe established by the Village.

Preferred Qualifications

- Associate or bachelor's degree in business administration, public administration, criminal justice, emergency management, records management, or a related field.
- Experience in Wisconsin municipal government or a police, fire, EMS, court, dispatch, or emergency-management setting.
- Experience with records management, scheduling, payroll, finance software.
- Training or certification in public records, records retention, CJIS/security awareness, emergency management, grant administration, or office management.

Knowledge, Skills, and Abilities

- Knowledge of modern office management, records administration, customer service, business correspondence, basic accounting, purchasing, and data-quality practices.
- Ability to learn and consistently apply Wisconsin public records and records-retention requirements, confidentiality restrictions, Village ordinances, policies, and departmental procedures.
- Exceptional discretion, integrity, judgment, attention to detail, and ability to safeguard confidential information.
- Ability to organize competing priorities, meet statutory and operational deadlines, work independently, and remain composed during interruptions or emergencies.
- Ability to communicate clearly and professionally, both orally and in writing, with people of varied backgrounds and under difficult circumstances.
- Ability to analyze information, identify discrepancies, prepare accurate reports, and improve administrative workflows.
- Ability to work collaboratively while respecting chain of command, legal authority, labor agreements, and the distinct roles of elected officials, department heads, sworn personnel, and civilian staff.

Physical Demands and Work Environment

The physical demands and work environment described below are representative and should be reviewed against the Village's actual operational requirements. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office or public-safety facility, with regular use of computers, telephones, office equipment, and secure information systems. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- The employee regularly sits, stands, walks, speaks, hears, uses hands for keyboarding and handling documents, and reaches with hands and arms.
- The employee must be able to move or lift office supplies, records, or equipment weighing up to [20 / 25] pounds, with or without reasonable accommodation.
- The position may involve contact with upset individuals, exposure to sensitive or disturbing information, frequent interruptions, and occasional work near emergency operations, secured areas, vehicle traffic, noise, or adverse weather.
- Regular, reliable attendance is essential. The position may require occasional evening, weekend, holiday, overtime, callback, or emergency-related work, depending on Village needs and the schedule approved for the position.
- Frequent interactions with residents, public safety personnel, government officials, and partner agencies.

- Position may involve exposure to confidential, sensitive, or emotionally charged information requiring professionalism and discretion.

Special Requirements and Conditions of Employment

- Employment is contingent upon successful completion of all lawful, job-related pre-employment requirements established by the Village.
- The employee must comply with all applicable security, confidentiality, records, technology-use, safety, and ethics requirements.
- Access to criminal justice or other restricted systems is limited to authorized job duties and may require fingerprinting, training, testing, or recurring certification.
- This position description does not create a contract of employment or alter rights and obligations established by law, ordinance, policy, collective bargaining agreement, or an authorized written employment agreement.

Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the essential duties and expectations of the position. I understand that duties may be changed or reassigned consistent with Village needs and applicable law.

Employee Signature

Date

Supervisor Signature

Date