



POLICE DEPARTMENT

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Chief Thomas,

The Clerical Unit of APD is evolving and changing rapidly, with some significant workforce and technology changes on the immediate horizon. We have had some recent turnover and are about to embark on implementing an enormous change in a new Records Management System (RMS) in the next several months.

With the potential of several retirements within the next five years, we are considering a succession plan to create career development. Currently 16% of my staff is eligible for retirement. In five short years, 53% of them will be.

The change to a new Records Management System will be monumental for the department. It will require select individuals to have a wide scope of knowledge and training in the new system. It is necessary for one clerical employee at the Front Desk and one member from Records to go through specialized training to be certified as a SAA (Spillman Applications Administrator). These positions will be leading both clerical and sworn through a complete overhaul with the way we do business, and their expertise will be heavily relied up to ensure the success of the implementation of this new system.

I request approval for one clerical member in Records and one clerical employee at the Front Desk be classified at Lead positions. These positions would be responsible to:

- Schedule daily coverage to ensure effective operations and to minimize overtime
- Provide effective direction, instruction and guidance regarding workload priorities
- Periodically review goals and progress with team members
- Keep the Administrative Services Manager apprised of personnel matters so they can be addressed

The proposed creation of a Lead Administrative Support Specialist and a Lead Communications Specialist will have an estimated financial impact of \$2,000 per position equaling \$4,000 annually. While the cost is minimal, the impact of these roles will be phenomenal.

Thank you for your consideration.


Cathy Alcox
Administrative Services Manager