CITY OF FRANKLIN
Job Description

Job Title: Open Records Clerk

Department: Police

Reports To: Assistant Chief of Police

Appointing Authority: Chief of Police

Salary Level: Grade 3

FLSA Status: Non-Exempt

Prepared By: Chief Craig Liermann

Prepared Date: 2026

Approved By:

Approved Date:

Summary
The Open Records Clerk is responsible for providing the public with accurate and consistent open access to records of the department and its employees in a timely fashion in accordance with applicable rules and regulations. Work is primarily performed at the station under the direction of the Open Records Supervisor or designee.

Essential Duties and Responsibilities
- Reviews requests for records to determine if we hold the record and if it may be released in part or as a whole by applying applicable state laws.
- Redact records, including documents, videos and still images.
- Consult open records supervisor reference complex requests to ensure protection of sensitive information in conjunction with Wisconsin Public Records law.
- Maintain record retention policy in conjunction with the open records supervisor or designee.
- Provides timely responses to record requests, tracks request/response data and retains released records for the time period required by law.
- Performs other duties as assigned.

Supervision
The Open Records Clerk works under the supervision, direction, and guidance of the open records supervisor or designee.

Education/Skills/Abilities and Experience
- High school diploma or GED equivalent.
- Bachelor's degree preferred.
- One year of clerical or program coordination work preferred.
- Knowledge of law enforcement operations, policies, and administrative procedures preferred.

- Knowledge of Wisconsin open records law.
- Knowledge of city and department policies and procedures within the first month of employment.
- Knowledge of modern office equipment, practices, and procedures.
- Knowledge of basic mathematics.
- Understanding of accreditation standards, compliance methodologies, and file maintenance procedures preferred.
- Excellent organization and project management skills, with attention to detail and documentation accuracy.
- Strong written and verbal communication skills.
- Skill in establishing and maintaining files and records.
- Proficiency with office software and database management systems, including Microsoft Office Suite.
- Ability to work independently, maintain confidentiality, and exercise sound judgment.
- Ability to follow and explain standard work processes to others.
- Skill in interpersonal relations.
- Skill in coordinating cross-departmental efforts and facilitating cooperation among divisions.

Certificates, Licenses, Registrations

- Valid state driver's license.

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 regularly required to sit; use hands to operate, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to *stand* and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

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 usually moderate.

Other Qualifications
Ability to make independent judgments, which have moderate impacts on the organization.

Ability to report to work on time.

Ability to be available for work.

Ability to maintain confidentiality of information.

Ability to apply department policies and procedures in daily operations.

Ability to handle stressful situations.

Ability to make quick decisions in the absence of clearly defined procedures.

Ability to enter, retrieve and analyze computer information accurately.

Ability to effectively meet and deal with the public.

Ability to adjust to changes in the organization.

Ability to be positive in response to management directions.

Other Skills and Abilities
Tools and equipment used: Personal computer including word processing software, copy machine, fax machine, and telephone communications.

Miscellaneous
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..