

# FIRE EQUIPMENT DISPATCHER

Recruitment #1411-2400-001

<b>List Type</b>	Original
<b>Requesting Department</b>	MILWAUKEE FIRE DEPARTMENT
<b>Open Date</b>	11/7/2014
<b>Filing Deadline</b>	12/19/2014 11:59:00 PM
<b>HR Analyst</b>	Jason Stenglein

## ESSENTIAL FUNCTIONS

Fire Equipment Dispatchers are civilian employees of the Milwaukee Fire Department. Dispatchers answer and process incoming emergency and non-emergency calls for fire services; determine the amount and type of apparatus to respond to each alarm; dispatch necessary units through the operation of the fire department's Computer Aided Dispatch (CAD) system and Enhanced 911 System; provide pre-arrival instructions to callers; determine what other individuals and agencies should be notified; receive and transmit via radio any and all information necessary for the efficient delivery of services to the public and fire field officers; and perform related tasks.

## CONDITIONS OF EMPLOYMENT

- New dispatchers receive four weeks of classroom training and three months of on-the-job training, with continued formal training throughout the probationary year.
- The current work location is in the Fire Department Emergency Communications Center at 2323 N. 49th Street.
- Full-time dispatch employees work 8 hours on 1st, 2nd or 3rd shift. New employees are typically assigned to 2nd or 3rd shift, working a 40 hour week--scheduled 5 days on, 2 days off; 4 days on, 2 days off. Dispatch employees work weekdays, weekends and holidays.
- Full-time dispatchers may be required to work mandatory overtime with little notice, at any time including immediately after shift, when necessary, to keep emergency communications adequately staffed at all times. Overtime is typically eight (8) hours in length (full shift).

## MINIMUM REQUIREMENTS

At least six months experience as a fire, police or ambulance dispatcher OR two years' of experience as a customer or public services professional performing duties involving consistent interaction with the public.

Fluency in speaking Spanish is desirable.

Applicants who have failed a Fire Department background investigation may not apply for two years after the date of disqualification; applicants who have been terminated by either the Fire or Police Department may not apply for two years from date of termination.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to keep track of multiple tasks
- Ability to perform in a fast-paced environment
- Ability to learn dispatch procedures
- Ability to use more than one resource at a time
- Grammatical Skills
- Ability to record words and numbers rapidly

## ***Fire Equipment Dispatcher***

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- Ability to vocalize instructions with clarity
- Normal hearing skills
- Ability to speak clearly and calmly under stress
- Ability to interpret verbally-presented information that is ambiguous
- Ability to read street maps
- Ability to take decisive action
- Ability to type data accurately into a computer
- Knowledge of Microsoft Windows

### **CURRENT SALARY**

The current starting salary is \$38,246 for City of Milwaukee residents. The non-resident starting salary is \$37,681 annually. Benefits include health, dental and life insurance, pension plan, vacations and holidays, sick leave, and an optional deferred compensation plan.

### **SELECTION PROCESS**

Applicants will be notified of the date, time and place of the examination. The examination will be job related and will consist of a job simulation exercise including a keyboarding performance test, and an interview panel. Applicants must qualify on all parts of the examination. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Commission Rules. (Undeleted DD214 form required.)

Passing candidates are placed on an eligible list in order of final score. Candidates must pass a background investigation, medical examination, psychological and drug screen test prior to appointment from the eligible list. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless extended or rescinded by the Fire and Police Commission.

### **ADDITIONAL INFORMATION**

#### ***An Important Message to Fire Equipment Dispatcher Applicants***

Thank you for your interest in becoming a Fire Equipment Dispatcher for the Milwaukee Fire Department. Before you submit your online application, we want to tell you a little more about what it's like to be a Fire Equipment Dispatcher.

If you are a person who wants to know that the work you do is important, dispatching will give you great satisfaction. There are few careers you can follow that put you directly in touch with people in need of help and enable you to provide it for them.

But great satisfaction does not usually come easily. The people who seek your help need it at all hours of the day and night. Help could come too late if there are not enough dispatchers to answer their calls.

For Fire Equipment Dispatchers, this will mean shift work. It will mean staying on for an extra shift if the dispatch office becomes short handed. Sometimes you may want the overtime because it will mean extra money in your pocket. Other times, while it may be very inconvenient for you, it will be a requirement of employment that you stay anyway.

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*Newly appointed Fire Equipment Dispatchers will likely be assigned to 2<sup>nd</sup> or 3<sup>rd</sup> shift. Fire Equipment Dispatchers are in a schedule rotation that may require them to work on holidays including the 4<sup>th</sup> of July, Thanksgiving, and other holidays that are commonly considered non-working days.*

***Please ask yourself if you are willing to make this commitment as it will be the standard to which you will be held.***

You must be able to learn the skills of a dispatcher. Few things could be worse than having duties on which lives may depend and not being able to do them well enough. You will receive training, of course, but some qualities cannot be taught. You must be able to think clearly under stress. You must not “burn out” easily. You must be able to do several things at once without losing track. Ask yourself whether or not you have these qualities.

If the answers are “yes” and you have the required experience, please complete the application by the deadline of December 5, 2014.