

POLICE TELECOMMUNICATOR

CITY OF MILWAUKEE POLICE DEPARTMENT – ENTRANCE EXAMINATION

APPLICATIONS will be accepted through December 13, 2010. Applications and further information may be obtained from www.milwaukee.gov/jobs or in person or via mail from City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, or by calling 414.286.3751. Applications will not be accepted after the deadline, unless extended.

The City is currently recruiting for Police Telecommunicator – Regular full-time, full-benefit positions, AND for Police Telecommunicator (Seasonal) positions.

The Police Telecommunicator is sometimes referred to as the “Lifeline of the Community”. Police Telecommunicators answer 911 calls for assistance from the public. This unique responsibility in a fast-paced environment requires careful attention to detail, multi-tasking, and good communications skills. This position is both exciting and challenging, and directly impacts the quality of life for Milwaukee’s citizens.

THE PURPOSE: Police Telecommunicators, assigned to the Technical Communications Division of the City of Milwaukee Police Department (MPD), receive and process incoming emergency and non-emergency telephone calls for police service. Duties include, but are not limited to answering 911 calls for service, identifying calls for service (non-emergency and referral), properly using telephone and equipment, reading maps, learning and knowing Departmental policies and procedures, handling emergency calls for service, and performing other related duties as required.

ESSENTIAL FUNCTIONS:

These functions are performed on a daily basis:

- ❖ Answer and process all categories of incoming emergency and non-emergency telephone calls for police service received from the public by means of the MPD telephone system.
- ❖ Refer callers to other services or agencies, as appropriate for the needs expressed and/or information required by the caller.
- ❖ Provide telephone service for the intra-system calls received from within the Department.
- ❖ Process calls received on the TDD communications device (for deaf and hearing impaired).
- ❖ Provide necessary inter-communications with other law enforcement agencies.
- ❖ Prompt arrival at work as assigned; and consistent attendance is essential.
- ❖ Provide services to non-English speaking callers using bilingual skills or interpretation services as needed.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

- At least 18 years old at time of application.
- Two (2) years of high-intensity customer contact or telephone work which includes receiving and/or resolving complaints, problem solving or substantial responsibility for receiving and/or giving information.
- Basic computer proficiency, able to type 30 WPM.
- Able to clearly speak and understand English.
- United States citizenship, or be legally authorized to work permanently for any employer within the United States.
- Residency in the City of Milwaukee must be established within six months of hire and maintained throughout employment. Note: Seasonal employees must be a City of Milwaukee resident at time of appointment.
- Must successfully pass a MPD Background Investigation.

DESIRABLE QUALIFICATIONS:

- Bilingual speaking ability in Spanish, Hmong, Russian or other language is preferred, but not required.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Desire to help others.
- Strong oral communications and interpersonal skills.
- Telephone skills, including the ability to speak directly and intelligibly; accuracy in listening to and recording information; ability to record information received from callers accurately and in a timely manner, and consistent with established standard operating procedures.
- Ability to maintain good working relationships with co-workers, supervisors, and the public, and work in a multi-cultural environment.
- Ability to exhibit courtesy and a calm and professional demeanor in dealing with stressful situations.
- Ability to make decisions consistent with established protocol.
- Ability to work independently, with minimal direct supervision.
- Ability to cope with human suffering, emergencies, and other work-related stresses.

THE CURRENT PAY RATE IS: Police Telecommunicator - \$31,915 to \$35,305 annually
Police Telecommunicator (Seasonal) - \$12.24 to \$15.18 hourly

WORKING CONDITIONS: The first several weeks are dedicated to a paid training program; with working hours during that period generally being Monday through Friday, 7:30 a.m. to 3:30 p.m. After successful completion of the training program, Police Telecommunicators are assigned to the MPD Technical Communications Division; located in the Data Communications Building, 2333 N 49 St. The Technical Communications Division maintains operations on a 24/7 basis and the incumbent may be assigned to any shift. (Shift premium is paid in accordance with the labor agreement). Work assignments are on a rotating schedule; this means that some weekend and holiday work will be required, and overtime may be assigned as necessary to maintain operations.

Seasonal Police Telecommunicators work full-time, during the summer months (approximately June through August), and are usually assigned to a night shift. Seasonal employees are on continuous probation and do not receive benefits. Seasonal Police Telecommunicators who successfully complete one season may be called back for future seasonal assignments.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: written job simulation exercise, job performance test, typing test, and/or oral interview. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of the examination.

ELIGIBLE LIST and APPOINTMENTS: Candidates who successfully qualify on all parts of the examination are placed on an eligible list in order of final score. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Fire and Police Commission Rules. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless rescinded or extended by the Fire and Police Commission. Appointments are contingent upon the number of vacancies and passing a background investigation, psychological and medical examination, including a drug screen test.

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