



Frequently Asked Questions

Emergency Communications careers are fast-paced, diverse, and rewarding. Telecommunicators are committed to strengthening communities by helping ensure public safety, protect property, facilitate response efforts, elicit cooperation, instill public confidence, and help families reunite.

Hiring Process

Q: What does the hiring process consist of?

A: There are multiple steps in the lengthy 4-6-month hiring process. It's important to check your email and take action during each step, as they generally have a due date and failure to complete will remove you from the hiring process. Please see the Job Posting/Job Announcement Bulletin (JAB) for an any tentative timeline and start date.

1. Application Period Opens:

When your application is received you will receive an email confirmation with recruitment #, position, date and time of submission.

Your application will be evaluated against the qualifications established for the position. After the review process has been completed, you will be contacted concerning the status of your application.

IMPORTANT: After you apply, please check your email regularly for communication and this includes your spam/junk email. You may also want to add the application email to your address book after contact so the email does not designate to your spam/junk email.

2. Application Period Closes:

You will receive notification that your application for 9-1-1 TELECOMMUNICATOR has been accepted with an invitation to participate in the Written Exam. Dates will be provided with morning and afternoon session each day. You are required to register for one session using this link provided.

If you do not register for a session time by the specified time period, you will not be able to self-schedule for the Written Exam.

Note: Exam availability is on a first-come first-serve basis, so schedule your exam as soon as possible.

3. Practical CritiCall and Typing Test Administered Week of:

The Practical Exam for the position of 9-1-1 TELECOMMUNICATOR administration option may be in person or virtually via Microsoft Teams. Please be aware for the virtual process, you ARE required to take the exam with your camera on. Therefore, you will need internet access as well as access to audio speakers on the computer or laptop you use. Test taking instruction will be sent via email. All test questions can be sent to fpcjobs@milwaukee.gov.





You ARE required to submit a copy of your photo ID to verify your identity, since this is a virtual exam by a specified date prior to your scheduled exam. Failure to submit a copy of your photo ID may result in a disqualification. Verifications are also needed for in person exams.

The test is fully compatible with the latest version of Chrome, Edge, and Firefox. Safari users will have to follow the onscreen instructions after clicking the test link for enabling the auto-play function within the Safari browser. Please note, Microsoft is no longer supporting Internet Explorer thus the test may not be compatible with the Internet Explorer browser.

If you don't have a computer or laptop at home, onsite testing will be available. Free practice tests are also available online:

- [CritiCall Sample Test](#)
- [Typing Test Practice](#)
- [WikiHow Typing Speed Improvement](#)

After all testing is completed and collected, we will notify those who will be moving onto the next round of Oral Board interviews with scheduling information.

4. Interviews conducted:

An email will be sent to all applicants who passed the practical tests with directions to schedule your interview. Interviews may be conducted in person or virtually.

5. Background Check:

An email will be sent to all applicants who pass the online tests and interviews to complete an online link for a work history and criminal background verification.

Verification includes:

- SSN Address Trace
- County Criminal Record Search (Felony & Misdemeanor)
- Federal Criminal (Felony & Misdemeanor)
- Statewide Criminal
- County Civil
- Federal Civil Search
- National Criminal / Sex & Violent Offender Search
- Education Verification
- Employment History Verification

A confirmation email will be sent once the background check process is complete. Applicants will have access to their background information via Applicant Portal.

6. Pre-Employment Notification Sent:

Applicants who pass the preliminary background screening will be extend a conditional offer of employment that is contingent upon your successful completion of a psychological evaluation, a medical examination, a drug screen test, background investigation, the number of vacancies available, approval by the Finance and Personnel Committee and approval of the appointments by the Fire and Police Commission.





7. Psychological and Medical screening:

Prior to being hired to this position, all candidates must pass a psychological and medical evaluation. You will be able to schedule yourself for your virtual psychological evaluation with the link provided.

Psychological Evaluation and Medical Evaluation scheduling information and questionnaire links will be included in the conditional offer email.

If you fail to appear for your appointments or complete required questionnaires you may be disqualified from the selection process. This means your name will be removed from the eligible list for this position, and you will not be considered further for employment at this time.

8. Contingent Appointment Letters:

At least 2-weeks prior to the start date, a contingent appointment letter with final instructions and the start date. The following documents will be required:

- Driver's License or State ID
- Social Security Card (must be signed)
- Name, address, and phone number of emergency contact
- Military discharge papers and Statement of Service or DD214 (if applicable)
- Including an attached "List of Applicable Documents" needed to fulfill the requirements of the Immigration Reform and Control Act
- Submit Finger Prints

10. Start Date! You've Made It!

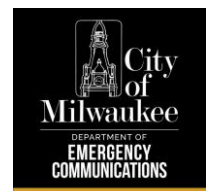
The start date is aligned with the beginning of a pay period and the scheduled date for training. As many resources are coordinated for your training, it is important to be able to start on the assigned date.

There is a significant training component to this job. In addition to classroom training, there will be an on-the-job training element, mentorship and achieving job certifications. Supervisors and training staff will support new hires in achieving goals throughout the process. There is an 18-month probationary period for new recruits. You will receive performance feedback and reviews during this time.

If you are unable to start, please contact as soon as possible with your human resources contact for options and the next schedule hire and training start date, which may be unknown.

Q: How do I apply?

A: Positions open periodically throughout the year. When a position is opened, an applicant will be able to complete and application online at <https://city.milwaukee.gov/DER/jobs>. For position opening text updates, text your first and last name along with the position you're interested in, to (414) 519-6190. Up to date job postings can be found at the City of Milwaukee website or using [E-Notify](#). Any questions can be directed to FPCJobs@milwaukee.gov.





Q: Do I need a computer to apply?

A: Yes, use a computer or mobile device to go to the [City of Milwaukee job applications](#) site.

Q: What to do if you do not have a computer or internet access at home?

A: City of Milwaukee libraries provide internet ready computer access or other community resources could be available for applying for the position or the testing process. In person testing options exist for anyone without a computer or internet connection.

Q: What is an eligible list?

A: Candidates who successfully pass the examination process will be placed on an eligible list, with ranking based upon the test scores plus any applicable preference points (see below). Candidates may be placed on an eligible list for up to 2 years. This means that when job opportunities become available for the position, we utilize the current eligibility list, in rank order, to fill the positions. As an example, if you are on the eligible list and see a posting or job announcement for the position again, you do not need to reapply. If you are placed on an eligibility list, you will be notified.

Q: Do I need a computer for testing and interviews?

A: Yes. The City of Milwaukee library's provide internet ready computers for applicants without access to a personal computer or internet. There are options for in person testing, but a computer with internet access is required for some of the processes including applying, CritiCall testing, typing test, the psychological evaluation and possibly the interview if they are conducted virtually.

The test is fully compatible with the latest version of Chrome, Edge, and Firefox. Safari users will have to follow the onscreen instructions after clicking the test link for enabling the auto-play function within the Safari browser. Please note, Microsoft is no longer supporting Internet Explorer thus the test may not be compatible with the Internet Explorer browser. Additionally, many applicants have reported that Apple I-pads do not work for this.

Q: How should I prepare and dress for the oral interview?

A: Always present the best you! Being professional starts with what you're wearing and how you present yourself. Professional dress includes a neat appearance. Though some interviews may be held virtually, all interviews will be held in full sight, meaning the cameras are on! Dressing for success is always good advice in any job interview.

There are many online Interview guides that provide good advice such as:

1. Reviewing the job description.
2. Consider why you are interviewing and your qualifications.
3. Research the company and the position.
4. Consider your answers to common interview questions i.e., why should we select you for the position?
5. Practice your speaking voice and body language.
6. Prepare thoughtful questions for the interviewer.
7. Sell yourself.





Starting the Job

Q: I've received an offer/appointment - how may I prepare to be ready for my start date?

A: Provide your current employer with appropriate notice, typically 2-week notices are standard. During this period, be ready to complete your pre-employment requirements. Gather relevant documents to complete your authorization to work documents (I-9) form and the completion of our new hire paperwork that would include: emergency contact name/relationship and phone number, Social Security Numbers for benefit enrollment and the like.

Q: What is the start date for the job or job appointment into the role?

A: The start date will be aligned with the beginning of a pay period and the scheduled date for training. There are many resources and schedules coordinated for your training, it is important to be able to start on the assigned date. If you are unable to start on the hire date, please contact as soon as possible with your human resources contact for options and the next schedule hire and training start date, which may not be known.

Q: Is there a probationary period for this position?

A: There is a probationary period up to 18 months for new recruits. You will receive performance feedback and reviews during this time.

