

# EMERGENCY COMMUNICATIONS MANAGER

Recruitment #1902-5291-001

<b>List Type</b>	Exempt
<b>Requesting Department</b>	Milwaukee Police Department
<b>Open Date</b>	6/21/2019 08:00:00 AM
<b>Filing Deadline</b>	7/12/2019 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

*This position is exempt from Civil Service and serves at the pleasure of the Chief of Police.*

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

## PURPOSE

*Take this opportunity to employ your four-plus years of experience supervising staff in emergency communications to perform this critical function for the Milwaukee Police Department!*

Under the direction of the Assistant Chief and Inspector of Police of the Administration Bureau, the Emergency Communications Manager manages the day-to-day and strategic direction of the Milwaukee Police Department (MPD) Technical Communications Division, which handles both emergency and non-emergency calls for service, thus playing a mission-critical role in supporting the overall policing strategy and operational deployments of the MPD.

## ESSENTIAL FUNCTIONS

- Interpret and apply departmental standards, policies, and procedures, along with pertinent federal, state, and local laws, codes, and regulations.

- Oversee and monitor the maintenance and implementation of technology systems, including computer-aided dispatch (CAD), automated telephone, and radio systems.
- Work with vendors, contractors, and consultants regarding the maintenance and repair of equipment.
- Plan, prioritize, assign, review, coordinate, and manage through shift supervisors the day-to-day operations of the division, including improving service delivery methods and procedures related to the allocation of resources; supervise both sworn and non-sworn staff.
- Participate in the selection, training, and development of the Communications Division's personnel.
- Oversee the preparation and administration of the division's budget, inter-agency grants, and requisition of supplies and materials.
- Work cooperatively with department members, other City departments, government officials, and members of the community; resolve problems; investigate and respond to citizen complaints and inquiries; conduct highly complex or sensitive investigations; and respond to inquiries from City representatives and the general public.
- Work with various stakeholders to attain the City's long-term goal of combining police and fire communications into a single, unified operation.
- Ensure the recording of phone and radio traffic within the Communications Division as well as the retention of records as required by policy.
- Ensure quality assurance monitoring of divisional personnel including call activity, review of incidents and complaints, and identification and resolution of staff performance issues in adherence with operating procedures and goals.
- Develop and improve standards, policies, and procedures, and monitor compliance.
- Testify when necessary in court depositions related to the Standard Operating Instructions and Standard Operating Procedures, and present information before public safety or Common Council Committee meetings upon request.
- Participate in professional development activities to stay apprised of industry trends.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

- Consistent with Wis. Stat. Sec. 66.0502 (4)(b), this position has been designated as "emergency personnel," and the successful candidate will have

six months within which to establish a bona fide residence within 15 miles of the jurisdictional boundaries of the City of Milwaukee.

- The person in this position must be willing and able to work outside standard business hours on occasion to respond to emergencies and represent the department.
- The selected candidate must pass an MPD background examination prior to appointment as well as pass a pre-employment drug screen and physical examination.

## MINIMUM REQUIREMENTS

1. Bachelor's degree in police science, criminal justice, computer science, telecommunications, or a closely related field from an accredited college or university.
2. Four years of supervisory experience working within a large emergency communications service (public safety answering point, or PSAP).
3. Valid driver's license at time of the MPD background examination and throughout employment.

*Equivalent combinations of education and experience may also be considered.*

**IMPORTANT NOTE:** College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Applications without transcripts attached will be considered incomplete and may be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of best practices regarding call-taking and dispatching in a public safety answering point (PSAP) environment.
- Knowledge of computer-aided, automated telephone, and radio systems; ability to troubleshoot system problems.
- Knowledge of supervisory techniques and staff development methods; ability to lead the workgroup with strategic vision and accountability.
- Knowledge of privacy laws and federal and state codes governing the transmission and release of information.
- Familiarity with law enforcement operations and emergency response.
- Knowledge of customer service best practices.
- Ability to read and interpret work-related documents, such as business periodicals, technical publications, and legal documents.

- Knowledge of mathematics as it is used both in information technology and in budgeting.
- Knowledge of the principles of budget preparation and control.
- Ability to conduct planning and development procedures for police communications systems.
- Ability to operate computer applications to enter information, respond to email, generate correspondence, produce spreadsheets, analyze data, create reports, and maintain databases.
- Critical thinking skills, including analytical and problem-solving skills as well as decision-making skills and sound judgment; ability to analyze situations and data to document, understand, and improve upon existing process and procedures.
- Interpersonal skills, including the ability to build effective relationships in a quasi-military environment with people whose backgrounds may differ from one's own, including sworn and civilian personnel, command staff, City managers, vendors, contractors, customers, and representatives of other government agencies.
- Ability to exercise tact and diplomacy in resolving challenging situations.
- Ability to explain technical information to both technical and non-technical personnel to support departmental functions.
- Planning, organizational, and time management skills.
- Ability to demonstrate professionalism, honesty, integrity, confidentiality, and responsible stewardship of departmental resources.

## CURRENT SALARY

**The current salary range (Pay Range 1IX) for City of Milwaukee residents is \$85,985.38-\$108,839.38 annually, and the non-resident salary range is \$83,481.06-\$105,669.20. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.**

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance

- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/Benefits2019#.XBriQE2ot6A>.

## SELECTION PROCESS

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Milwaukee Police Department reserves the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision.

**INITIAL FILING DATE:** The selection process will be held as soon as practical after **Friday, July 12, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met.

## ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

## CONCLUSION

*EEO 101*

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*