

EMERGENCY COMMUNICATIONS MANAGER

Recruitment #1612-5291-002

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| List Type | Original |
| Requesting Department | Milwaukee Police Department |
| Open Date | 4/21/2017 8:00:00 AM |
| Filing Deadline | 5/16/2017 11:59:00 PM |
| HR Analyst | Marti Cargile |

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!

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. The Emergency Communications Manager is responsible for planning, scheduling, supervising, and monitoring police communications systems; coordinating equipment utilization; overseeing the division's budget; and managing personnel, playing a mission-critical role in supporting the overall policing strategy and operational deployments of the MPD.

ESSENTIAL FUNCTIONS

- Interpret and apply department 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.
- 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.

- 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 division personnel including call activity, review of incidents and complaints, and identification and resolution staff performance issues in adherence with operating procedures and goals.
- Participate in the selection, training, and development of the Communications Division's personnel.
- Develop and improve standards, policies, and procedures, and monitor compliance.
- Manage the transition from sworn to civilian management of the public-safety answering point (PSAP).
- Testify when necessary in court depositions related to the Communications Division's Standard Operating Instructions and Standard Operating Procedures.
- Present information before public safety or Common Council Committee meetings upon request.

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, or a closely related field from an accredited college or university.
2. Four years of supervisory experience working with an emergency communications service (public-safety answering point).
3. Valid driver's license at time of appointment 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. Applications without transcripts attached will be considered incomplete and will 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 environment.
- Knowledge of computer aided, automated telephone, and radio systems; ability to troubleshoot system problems.
- Knowledge of supervisory techniques and staff development methods, and the ability to lead the workgroup by clearly communicating a strategic vision and holding civilian and sworn personnel accountable for accomplishing department objectives.
- Knowledge of Uniform Crime Reporting (UCR).
- Knowledge of the Incident Command System (ICS).
- 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.
- Ability to manage budget functions by planning and conducting operations to best use resources.
- Ability to conduct planning and development procedures for police communications systems.
- 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 actively listen and communicate effectively in person and in writing with diverse groups of people including coworkers, direct reports, sworn personnel, command staff, managers, other City staff, 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 department functions.
- Ability to operate computer hardware and software to enter information, respond to email, analyze data, create reports, and maintain databases – especially proficiency using Microsoft Office software.
- Planning, organizational, and time management skills.

CURRENT SALARY

Emergency Communications Manager (Milwaukee Police Dept.)

The current salary range (Pay Range 1IX) for City of Milwaukee residents is \$83,481-\$105,669 annually, and the non-resident salary range is \$81,433-\$103,077. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Tuesday, May 16, 2017.** 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. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.