

EMERGENCY COMMUNICATIONS OPERATOR II

Recruitment #1607-2310PD-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	7/29/2016
Filing Deadline	8/29/2016 11:59:00 PM
HR Analyst	La'Neka Horton

Introduction

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

Emergency Communications Operator II (ECO II) provide for the operation of the Police Department's Computer Aided Dispatch System and Enhanced 9-1-1 system. Requests for service vary from life threatening emergency responses to fulfilling legal and administrative requirements for police involvement. These requests may emanate from the Emergency Communications Operator I or other authorized officials of the Department. ECO II also refers calls to the emergency medical, fire and police dispatching services

Essential Functions

- Receive, prioritize, document and handle calls for 911 emergency and non-emergency calls for assistance from the public and law enforcement personnel.
- Update information as received, entering it into the Computer Aided Dispatch System (CAD).
- Refer callers to other agencies according to the needs expressed and/or information required by callers.
- Determine the significance of requests for service and assign an appropriate level of police resources.
- Work collaboratively with district supervisors to monitor and control the response of police personnel to calls for police service or emergency situations.
- Operate, enter and retrieve information using the CAD and Department forms.
- Respond promptly and effectively to requests received by radio from officers and/or supervisors for personnel, equipment or other stated needs.
- Monitor the status of units, which are out of service and take appropriate action.
- Report noncompliance by police personnel with prescribed rules, operating procedures, or FCC regulations to supervisory officers.
- Receive and process emergency and non-emergency calls for service received through the enhanced 9-1-1 system and other means.
- Contact callers who may be receiving a delayed response to their service request, to determine whether to dispatch police personnel or whether an alternative response is appropriate.
- Perform all duties consistent with Department policy.

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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

- Technical Communications Division maintains operations on a 24/7 basis.
- Work all shifts as assigned, including night shift (3:30pm-7:30am).
- Work most weekends, holidays, rotating days off and overtime when required.

Minimum Requirements

1. At least 18 years old at time of application
 2. Six (6) months experience as a fire, police or ambulance dispatcher, or Protective Service Telecommunicator.
- OR
3. Two years of experience with multi-faceted customer contact or telephone work performing duties such as receiving and/or resolving complaints, problem solving, or substantial responsibility for giving and receiving information while simultaneously entering data into a computer.
 4. Basic computer skills and the ability to type a minimum of 30 WPM.
 5. United States citizenship, or be legally authorized to work permanently for any employer within the United States.
 6. Must successfully pass a MPD Background Investigation.

Knowledges, Skills, Abilities & Other Characteristics

- Knowledge of Microsoft Windows, including "short keys" allowing for rapid navigation within programs.
- Knowledge of Computer program operations.
- Knowledge of Police Department policies and procedures and knowledge of practices followed in Police Districts.
- Knowledge of City boundaries and boundaries of suburban communities; major buildings, landmarks, and major streets in the City of Milwaukee.
- Ability to perform several tasks simultaneously, especially listening, talking and typing.
- Ability to actively listen to callers, establishing rapport, and ask appropriate questions to quickly assess their needs.
- Ability to effectively communicate with a wide variety of callers from different socioeconomic and ethnic groups, often in stressful, emergency or difficult situations.
- Ability to quickly identify the most important information provided by callers.
- Ability to quickly and accurately enter information, including numerical data, into the C.A.D. system in standard English, in a readable format.
- Ability to maintain composure during emergencies and when interacting with challenging customers.
- Ability to memorize codes, names, street locations, landmarks, and other information.
- Ability to learn new procedures.
- Ability to use standard English and rules regarding English grammar, punctuation, and spelling.

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- Ability to speak and understand English clearly over communications equipment.
- Ability to read maps rapidly and accurately.
- Ability to work in a seated position for long periods of time.

Current Salary

The current annual starting salary (PG5IN) is \$46,347 for City of Milwaukee residents and for non-residents \$45,210. While on the 1 year probation Candidates will under fill at ECO I and will receive a biweekly pay of \$1,557 for City of Milwaukee residents and \$1,519 for non-residents.

Selection Process

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 and medical examination, including a drug screen test.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations'

Website: <http://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.

APPLICATIONS will be accepted through August 29, 2016. 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.