

Public Safety Project Manager

Recruitment #2012-4029-001

List Type	Original
Requesting Department	FIRE AND POLICE COMMISSION
Open Date	12/23/2020 10:45:00 AM
Filing Deadline	1/13/2021 11:59:00 PM
HR Analyst	Deidre Steward

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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 brings 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.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider this opportunity.

PURPOSE

The Public Safety Project Manager directs and coordinates the development and implementation of public safety technology projects. Projects may vary in size and complexity and require the project manager to assess project management methodologies and resources needed to successfully complete these initiatives.

Beginning in 2021, a new Office of Emergency Communication (OEC) is being created to enhance public safety. The new office will begin the process to consolidate the Police and Fire Dispatch centers into one unified Public Safety Answering Point (PSAP).

ESSENTIAL FUNCTIONS

Project Inception

- Work with stakeholders to identify and define project requirements, scope, objectives, and budget.
- Aid in requirement gathering, the procurement process, and the development of the Statement of Work (SOW) and the project plan during vendor negotiations.
- Create and maintain comprehensive project documentation including the Request(s) for Proposal (RFP), contract, SOW, project plan, test plans, and training plans and documents.
- Improve Police and Fire response times to life critical incidents.
- Enhance the effective allocation and deployment of Police and Fire personnel.
- Streamline Police and Fire workflows and business processes.
- Provide a common operating picture for Police and Fire to ensure real-time situational awareness and information sharing.

Project Implementation

- Act as central point of contact for all vendors and stakeholders; assigns project tasks to responsible individuals and follow up until completed.
- Identify and document risks associated with project and works with stakeholders and vendors to minimize or eliminate risks.
- Identify public safety subject matter experts essential to project success and ensure their availability and commitment.
- Coordinate activities, resources, equipment and information needed for projects.
- Track progress, budget, and timeline using project management tools.
- Produce regular project status reports and keep management informed; control scope creep.

Project Completion

- Facilitate technical, administrative, and end-user training.
- Aid in developing training curriculum and manuals and in delivering training.
- Oversee go-live and advise departments and stakeholders on system acceptance.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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

- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.
- Must be able to work extended workdays (up to 12 hours) on one or more days per week and/or on weekends.

MINIMUM REQUIREMENTS

1. Bachelor's degree in business, project management, computer science, or a closely related field from an accredited college or university.
2. Five years of progressively responsible professional/managerial level experience performing systems engineering or project management functions.
3. Valid driver's license at time of appointment and throughout employment.
4. Must be able to pass a criminal justice information service (FBI) background investigation and clearance check.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Unofficial copies are acceptable; however, the transcripts must be legible and include the school name, applicant name, degree completed (if applicable), and date completed.

DESIRABLE QUALIFICATIONS

- Project Management Professional (PMP) certification.
- Experience with public safety mission-critical systems such as E911, CAD, Dispatch and/or, Records Management.

- Understanding of the workflow of public safety departments – fire, police, and emergency medical services.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of management and supervisory methods, principles and best practices.
- Ability to develop performance and productivity standards.
- Skill in fiscal and/or budget management.
- Ability to analyze problems and develop solutions.
- Ability to ensure quality and maintain standards. Knowledge of and the ability to apply project management best practices and tools.
- Skill in developing plans, policies, and procedures for efficient workflow and overall effectiveness.
- Ability to provide clear direction to subordinates.
- Ability to promote teamwork and motivation to accomplish project goals.
- Ability to foster continuous evaluation and improvement of project management deliverables.
- Skill in problem analysis and in actively seeking solutions.
- Ability to responsibly handle sensitive and confidential information and situations.
- Ability to adhere to applicable laws, statues and policies related to access, maintenance, and dissemination of information.
- Ability to effectively prioritize in a constantly changing environment.
- Ability to multiple deadlines without sacrificing accuracy, timeliness or professionalism.
- Ability to construct and deliver clear, concise, and professional presentations to a variety of audiences.
- Skill in writing analyses, documentation, proposals, plans, policies, procedures or reports and revising standards and procedures.
- Ability to analyze workflows and present the business case for new or modified procedures.
- Strong leadership skills including the effective use of collaboration, engagement, creativity, and knowledge sharing to overcome challenges.
- Proficient in Microsoft Office Suite with advanced levels of ability with Visio and Project for creating schedules, monitoring and reporting status, and analysis.
- Ability to work independently with minimal direction.
- Ability to establish and maintain positive, professional working relationships with internal personnel as well as outside vendors.
- Skill in conflict resolution and de-escalation techniques.
- Ability to work cooperatively and effectively with people whose backgrounds may differ from one's own.
- Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.

CURRENT SALARY

The current salary range (1IX) \$75,478-\$105,669 and the resident incentive salary range for City of Milwaukee residents is \$77,743-\$108,839. *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
- 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/der/benefits>.

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 reserve 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 **Wednesday, January 13, 2021**. 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.

ADDITIONAL INFORMATION

APPLICATIONS and further information may be accessed by visiting www.jobaps.com/MIL.

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in 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.