



PROMOTIONAL EXAMINATION FOR LEAD POLICE TELECOMMUNICATOR

PURPOSE: A Lead Police Telecommunicator functions as a lead worker who assists the Police Telecommunicators in the performance of their duties, and performs administrative and clerical duties, and police telecommunications work. As a lead worker, this position will assist in training new telecommunicators; monitoring the continuing performance of and conformance to rules, regulations, policies and procedures by telecommunicators; preparing the work schedules of telecommunicators.

ESSENTIAL FUNCTIONS:

- Promptly answer and process incoming emergency and non-emergency telephone calls for police service received from the public.
- Assist Police Telecommunicators with questions regarding Communications Division procedures, differential response procedure, proper call classification, setting; advise/counsel Police Telecommunicators regarding errors and assist with corrections.
- Perform clerical duties as necessary in the daily operation of the Communications Division, including, but not limited to: the operation of equipment associated with the Division's emergency communications systems, the use of Microsoft Office programs, proper distribution of teletypes and faxes, preparation of daily work assignment sheets, review and tabulation of bi-weekly time cards, and assisting supervisors in the preparation of confidential internal investigations by data retrieval, and preparing and typing reports.
- Produce recordings of radio frequencies and/or telephone recordings as requested and log all such activity. Maintain file cabinet, and change and maintain State Street Security surveillance tapes.
- Facilitate, or co-facilitate, training of Police Telecommunicators, which may include one-on-one or on-the-job training, and/or classroom training; Serve as a conduit between management and the Police Telecommunicators in the dissemination of information regarding equipment changes, new procedures or policies or changes in pertinent laws, and provide training, as necessary, to implement such changes.
- Retrieve information from the Computer Aided Dispatch (CAD) system at the request of supervisors or other Departmental members.
- Provide suggestions for modifications/improvements with respect to methods of operation and telecommunication equipment; may be directed to evaluate the validity of suggested modifications or improvements.
- Provide suggestions for modifications/improvements with respect to methods of operation and telecommunication; Set the standard of conduct for all Police Telecommunicators; Monitor and evaluate Police Telecommunicators in the performance of their duties; Monitor morale and tone of the work environment; Conduct random tests and performance checks of Police Telecommunicators to ensure the proper handling of TDD calls for service and the operability of TDD equipment.
- Perform emergency call-up procedures and assist Division supervisors in advising telecommunicators, dispatchers, and other Department personnel of emergency procedures during heightened levels of operation.
- Assist Division supervisors and personnel with equipment problems; verify, diagnose, and solve the

problem; notify appropriate Divisions or agencies of equipment problems.

- Perform clerical or mailroom duties, and other related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

- Current status and at least two (2) years of experience as a Police Telecommunicator with MPD (regular or seasonal).

OTHER REQUIREMENTS:

- Honesty and Integrity and the ability to maintain confidentiality

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City of Milwaukee Police Department Communications Division operations, including Department Rules and Regulations, Standard Operating Procedures, and Policies and Procedures.
- Ability to work independently and under pressure.
- Ability to communicate effectively with a variety of persons.
- Ability to establish and maintain effective working relationships with supervisors, peers, and other MPD staff.
- Ability to provide training, and constructive feedback to co-workers.
- Ability to accurately type 30 wpm.
- Familiarity with computers, and ability to use standard office software and hardware and Police communications equipment.
- Familiarity with the geography of the City of Milwaukee, including boundaries of police districts.

THE CURRENT SALARY RANGE (441) is \$1323.28 to \$1457.56 biweekly.

THE SELECTION PROCESS will be job related and will consist of a written examination and oral interview, which may contain a written exercise. Qualified applicants will be notified of the date, time, and place of the written examination. The Department of Employee Relations reserves the right to call only the most qualified candidates to the oral examination. Selection process component weights will be determined by further analysis of the job. The eligible list created as a result of this selection process will remain in effect for two years unless rescinded or extended by the Board of Fire and Police Commissioners.

APPLICATION MATERIALS and further information for this position may be obtained in-person or by mail from City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee WI 53202-3554, online at www.milwaukee.gov/jobs, or by calling (414) 286-3751. Applications will be accepted through **October 10, 2008**. Applications must be received at the above address, or postmarked, by that date or they will NOT be accepted.

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The City of Milwaukee is an Equal Opportunity Employer and values and encourages diversity.