

# Emergency Communications Supervisor – Quality Assurance

## Recruitment #2407-4976-001

<b>List Type</b>	Original
<b>Requesting Department</b>	Department of Emergency Communications
<b>Open Date</b>	7/26/24 8:00:00 AM
<b>Filing Deadline</b>	8/16/24 4:45:00 PM
<b>HR Analyst</b>	Ameek McAuliffe

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### INTRODUCTION

The Department of Emergency Communications invites qualified individuals to apply for the position of Emergency Communications Supervisor – Quality Assurance (ECS – QA).

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 the following opportunity.

### PURPOSE

Within the Department of Emergency Communications and under the direction of the Emergency Communications Manager for Quality Assurance, the Emergency Communication Supervisor—Quality Assurance (ECS-QA) is the primary leadership position that oversees Quality Assurance for the Department of Emergency Communications. This position primarily focuses on identifying, developing, and implementing quality assurance best practices and achieving department goals and national standards within an Emergency Call Center / Public Safety Answering Point (PSAP).

Additionally, this position assists with overseeing assigned DEC shift operations, supervising all assigned personnel, scheduling, policy and procedures, communications operations, and supporting systems and software, i.e., CAD, Radio, Telephony, Call Recording and Playback software, Quality Assurance, Emergency Management Systems, Accreditation, etc.

The ECS-QA supervises assigned personnel resources, including monitoring and directing dispatch of Police/Fire/EMS field personnel, city personnel, and outside agencies; Receives and reviews concerns, problems, and complaints from citizens and other emergency services personnel regarding specific incidents and/or personnel and forwarding to upper management; logging and reporting equipment malfunctions; compiling statistics; interprets agency policies and procedures to employees, other agencies and the public.

### ESSENTIAL FUNCTIONS

#### Quality Assurance:

- Performs Quality Assurance checks for multiple disciplines and service types.
- Submits documentation and provides reports to management on the department's work performance.

- Ensures compliance with quality standards related to the Department of Emergency Communications and/or national standards where applicable.
- Identify, develop, and implement procedures, protocols, and standard operating procedures and/or standardized evaluation guidelines (SEGs) related to Quality Assurance.
- Verifies compliance and certification for employees.
- Conducts quality assurance reviews of processes in the department.
- Creates and performs methodology for checks and tests of quality performance metrics throughout the department.
- Conducts routine reviews of calls and dispatches.
- Collaborate with training and operations managers and supervisors to inform the department of department goals and achievement levels.
- Researches and evaluates current trends in Public Safety protocols to determine best practices.
- Knowledge of laws and regulations applicable to Public Safety for implementing Quality Assurance.
- Utilizes or creates reporting structure for Quality Assurance metrics and departmental performance rates.
- Ensures staff meets minimum qualification requirements for the position and provides support and guidance to employees.
- Oversee and understand customer service needs, including accurate and timely response.
- Communicate with other PSAP agencies to maintain an open exchange of information. Work with other law enforcement agencies to ensure reliable transfer of emergency calls and information.

**Leadership and Knowledge:**

- Knowledge of Public Safety and Emergency Communications Center operations, including DEC procedures, MFD and MPD procedures, response procedures, state and national standards, and technical knowledge of 911, dispatch, and CAD-related equipment, standards, and software.
- Demonstrates effective leadership techniques, coordination of people and resources, and strategic planning.
- Knowledge of workforce behavior, performance, capabilities, personalities, motivation, and assessment.
- Knowledge of teaching techniques and learning styles and the differentiation thereof.
- Personal skills and characteristics that meet the position's demands: active listening, monitoring, information organization, critical thinking, problem-solving, decision-making, oral expression and comprehension, deductive reasoning, integrity, self-control, stress tolerance, and dependability.

**Technical Operations:**

- Ensures equipment (911 phones, CAD system, radio system, voice and radio recording systems, and all supporting software or additional equipment) is in working order daily, reports issues, seeks repairs, and makes referrals for service.
- Provide support in providing records, data gathering, and information as requested by management or outside groups when appropriate.
- Assists technical support with troubleshooting and documenting all related information, including identifying the issue, notifications, response, and solutions.
- Understanding of and ability to implement workarounds in scenarios where existing utilized technology is temporarily unavailable.
- Knowledge of CAD and system capabilities related to the DEC, radio systems, backup plan procedures, and ability to multi-task in various technological interfaces.
- Verifies call information, including incident type, incident address, location, dispatch information surrounding time, units dispatched, and emergency medical/fire pre- and post-dispatch instruction and response time as needed.
- Provides all City, County, State, Federal, and other outside entities with incident information, data, public records request information, redacted or unredacted copies of requested 911 calls, and radio transmissions when approved requests come from appropriate sources.

**Training, Recruitment and Retention:**

- Oversees Quality Assurance staff development, training, and performance review.

- Cooperatively Manages training schedule and training personnel to ensure coverage and minimum staffing levels.
- Supervises attendance, punctuality, disciplinary, and other personnel actions related to employees supervised.
- Advises and confers with staff to solve problems and provides directives for staff to meet operational standards.
- Participates in and maintains the required working knowledge and understanding of operational requirements, including remaining current and conversant with technological changes, policy changes, and operational adjustments.
- Maintains knowledge of incident types, radio training, CAD training, certification, Unified Call Center training, Emergency Communication customer service, and all applicable training.

**Shift Supervision and Scheduling:**

- Together with the EC Operations Supervisors Oversees the day-to-day designated shift operation, activities, and personnel to ensure compliance with established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained; creates documentation and coordinates communication of relevant information to shift staff.
- Manages and facilitates 911 notifications to specific or general county populace.
- Responsible for the adequate supervision and determination of quality assurance staff work assignments.
- Manages Quality Assurance employee time off, schedule adjustment, and verification of time entry into the City payroll system.
- Assists dispatchers with difficult and complex calls and dispatches. Resolves complaints made regarding call performance.
- Provides direct call and dispatch service as a backup to the frontline.

**Peripheral Duties:**

- Perform other related duties as necessary and/or assigned.
- Employees at all levels are expected to work effectively to meet the needs of the Department and City of Milwaukee through high-level, ethical work, treating other staff members, members of the public, and other individuals with respect, and working towards the Department of Emergency Communications mission.
- In a cooperative spirit, contributes to the efficiency and effectiveness of the unit in serving its customers by offering suggestions, directing, and participating as an active member.
- Perform as Emergency Communications Officer if needed per Emergency Communications Manager.

*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.*

**MINIMUM REQUIREMENTS**

- Applicants must have at least two (2) years of experience within Police or Fire emergency communications or a role at a similarly sized urban Public Safety Answering Point (PSAP).

**DESIRABLE QUALIFICATIONS**

- Some college in business management, public administration, or a closely related field and/or APCO Registered Safety Leader (RPL) or Public Safety Executive (CPE) is highly desirable, as is two (2) years in a supervisory role as a lead, trainer, or equivalent.
- A comparable amount of education, training, or experience may be substituted for the minimum qualifications.
- Bilingual desirable

**CONDITIONS OF EMPLOYMENT**

Required to obtain and maintain CJIS Clearance.  
 All employees must attend City Required Trainings. DEC Specific trainings per position may be required.

Attainment of the following certifications within 18 months of appointment and active throughout employment:

- EMD Certification
- American Heart Association Health Care Provider CPR
- In-house training programs

Courses and/or certificates by an accredited or recognized public safety training academy related to the following:

- Public Safety Telecommunicator
- Communications Center Supervisor
- FEMA IS-5A, IS-100, IS-144, IS-200B, IS-300, IS-400, IS-700, IS-800

Required to be able to work 16 hour shifts, on-call, and last-minute mandates.

Must be able to handle the stress of emergency calls dealing with life and death situations. 24/7 operation.

## **KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

Considerable knowledge of Emergency Communications Operations, Systems, Staffing, and Training; City Codes and State Statutes, regulations and procedures and state and local laws regulating public safety and assistance; management practices and budgeting methodology.

Extensive knowledge of the emergency communications systems including 9-1-1 phones, computer-aided dispatch system, and 800mhz trunked radio system.

Familiarity with NICE Inform or similar phone and radio recording system.

Ability to manage and lead people and operations effectively, ethically, and in accordance to City and DEC standards of excellence.

Ability to organize and present complex reports and position statements regarding division programs and services; establish and maintain effective working relationships with public officials and executive level leadership; communicate effectively both orally and in writing.

Ability to use Microsoft Office: Word, Excel, Access, PowerPoint. Ability to use small office equipment, including copy machines or multi-line telephone systems.

Knowledge of management principles related to strategic planning, resource allocation, human resources modeling, leadership and coordination of people and resources.

Skill in judgment and decision making in order to make decisive and immediate direction to personnel handling public safety incidents, including incoming 9-1-1 calls or emergency radio transmissions.

Ability to advise and counsel staff and employees on emergency communications operations, administrative duties and other related issues involving DEC operations.

Skill in identifying complex problems and reviewing related information in order to develop and evaluate options and implement solutions.

Ability to discuss sensitive or confidential topics with subordinates, superiors and business partners.

Skill in motivating and developing team members and in identifying the best use of departmental resources.

Ability to negotiate with different groups concerning organizational topics.

Active listening, oral expression, and comprehension skills.

Data monitoring and information organization skills.

Critical thinking, problem solving, decision making, and deductive reasoning skills.

Personal integrity, self-control, stress tolerance and dependability in various situation.

Skill in managing timeframes and schedules to meet competing deadlines.

Ability to track, analyze, interpret and communicate data relevant to operations of the DEC.

Professionalism, initiation, honesty, integrity, and the ability to maintain confidentiality

Ability to travel to other City destinations for training, City business when required.

Understanding of record and information maintenance in the Emergency Communications center, records request procedures, and handling of CJIS or other critical information sharing.

## **CURRENT SALARY**

The current starting salary rate is **\$91,464.62** annually, resident salary is 3% higher.

## **SELECTION PROCESS**

THE SELECTION PROCESS will be job related and may consist of the following: Training and experience review, job performance test, and oral interview. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of each required exam.

**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. Individuals offered employment who are not current employees must pass a pre-employment criminal background check (including fingerprinting), medical examination, psychological evaluation, and drug test as a condition of employment. Promotion is contingent upon passing a drug screen. The eligible list resulting from this examination will remain in effect for two years unless rescinded or extended by the Fire and Police Commission.

<b>Application period</b>	<b>July 26, 2024 – August 16, 2024 at 4:45 PM</b>
<b>Job Performance Test</b>	<b>August/September 2024</b>
<b>Oral Interview</b>	<b>September 2024</b>
<b>Start Date</b>	<b>TBD</b>

\*Timeline is subject to change. Eligible candidates will receive email communications from the FPC with updates and required testing components. Once a candidate is disqualified, they will cease to receive communication regarding future events.

## ADDITIONAL INFORMATION

### APPLICATION

The online application is available at <http://city.milwaukee.gov/Jobs>. Candidates are responsible for ensuring that applications are submitted on line by the deadline of **Friday, August 16, 2024**. The FPC is not responsible for applications not received. Please note that all correspondence regarding the selection process will be sent via email. Qualified applicants will be notified of the date, time and place of the examination components.

*Unless required by law, the Fire and Police Commission will not provide alternative test administrations. Applicants are responsible for attending all phases of the job selection process at the time and place designated by the Fire and Police Commission. Any applicant who will be unavailable for one or more portions of this selection process due to military service or training and wishes to request an accommodation must submit such a request in writing to Fire and Police Commission Human Resources Representative Aimee McAuliffe at [ammcaul@milwaukee.gov](mailto:ammcaul@milwaukee.gov) no later than Friday, August 16, 2024.*

## CONCLUSION

EEO Code =104

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