

Emergency Communications Supervisor – Training

Recruitment #2407-4978-001

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

[Go Back Apply](#)

INTRODUCTION

The Department of Emergency Communications invites qualified individuals to apply for the position of Emergency Communications Supervisor – Training (ECS – T).

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

Under the Emergency Communications Manager, the Emergency Communication Supervisor—Training (ECS-T) is the primary leadership position that oversees training programs for new and current employees in the Department of Emergency Communications. This position primarily focuses on developing, implementing, and overseeing training protocols for operations staff, including multi-disciplinary dispatch, universal call-taking, and initial training periods.

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, etc.

The ECS-T 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

Training, Recruitment and Retention:

- Oversees training program for incoming staff.
- Develops, coordinates, and prepares training programs for all DEC staff.
- Assesses new employee training performance and supports employees in achieving the required level of proficiency for job performance.
- Oversees the ECO V-Training position's training, development, and performance.

- Manages training schedule and training personnel to ensure coverage and minimum staffing levels for each shift.
- Stays current on DEC practices and policies to account for and provide up-to-date training addressing operational needs.
- Seeks knowledge of future industry standards and training methodology.
- 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 keeping up with technological changes, policy changes, and operational adjustments.
- Maintains knowledge of incident types, radio training, CAD training, certification, Unified Call Center training, suicidal/hostage call taking, Emergency Communication customer service, and all applicable training.
- Facilitates the development of operations employees and seeks to improve overall knowledge of DEC employee skillsets.

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, learning techniques, motivation, and assessment.
- 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, 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.
- Manages and facilitates 911 notifications to specific or general county populace.
- 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 requests come from appropriate sources.

Shift Supervision and Scheduling:

- 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.

- Direct responsibility for all activity occurring during DEC shift operations, including ensuring appropriate response for various emergencies and reviewing responses for proper handling – including non-emergency, emergency, incoming, and outgoing calls.
- Responsible for the adequate supervision and determination of staff work assignments.
- Manages Training 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.
- Monitors shift radio transmissions, call data, and pending calls and adjusts staffing and support accordingly.
- Provides direct call and dispatch service as a backup to the frontline.

Quality Assurance:

- Conducts routine reviews of calls and dispatches.
- Ensures staff meets minimum qualification requirements for the position and provides support and guidance to employees.
- Oversees and understands customer service needs, including accurate and quick response time.

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.
- Provides direct call and dispatch service as a backup to the frontline.

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.

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.

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

*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 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.