

# 911 TELECOMMUNICATOR

## Recruitment #2406-2385-001

<b>List Type</b>	Original
<b>Requesting Department</b>	Department of Emergency Communications
<b>Open Date</b>	06/07/2024 08:00:00 AM
<b>Filing Deadline</b>	07/03/2024 04:45:00 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 911 Telecommunicator. Individuals hired from this recruitment have an anticipated start date of November 2024.

**STARTING SALARY RATE** (PR 5IN) is **\$59,753.95 annually (resident), and \$58,013.94 annually (non-resident)**. (see below under salary)

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

The City of Milwaukee is seeking applicants to answer non-emergency and emergency 911 telephone lines. A competitive applicant would possess strong multi-tasking skills, good judgement, ability to make decisions quickly, and provide instructions. These skills combined with extensive on the job training would be used to perform daily job duties and resolve most work problems.

### ESSENTIAL FUNCTIONS

- Receive, prioritize, process emergency and non-emergency calls for service received through the enhanced 911 system and other means for assistance from the public and protective service (Police and Fire) personnel.
- Enter and update information as received, entering it into the Computer Aided Dispatch System (CAD).
- Work collaboratively with co-workers, field responders, supervisors, etc., to manage the response for service or emergency situations.
- Operate, enter and retrieve information using the CAD and other interfaced systems in support of incident response and public assistance
- Respond promptly and effectively to requests received by radio from protective service personnel and/or supervisors for personnel, equipment or other stated needs.
- Monitor the status of units, provide incident information, respond to requests and take appropriate action.
- Interrogate callers to determine incident type, response priority and whether to dispatch police and/or fire personnel needed or if alternative response is appropriate.
- Provide police, fire or medical instruction based on the incident type.
- Perform all duties consistent with Department policy.

*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 and Department of Emergency Communications maintain operations 24/7 365-days a week.

Trainees may be assigned different shifts **weekly** during training to include all shift schedules.

Work all shifts as assigned, including second shift (3:30 PM – 11:30 PM) or third shift (11:30 PM- 7:30 AM).

Work most weekends, holidays, rotating days off and overtime when required.

Obtain and maintain CJIS clearance throughout employment.

## MINIMUM REQUIREMENTS

- High School Diploma or equivalency
- Two years of responsible work experience where customer service and problem solving were major job functions **OR** an Associate's degree **OR** at least two years of college coursework.
- Must be at least 18 years old at time of application.
- Must be legally authorized to work for any employer within the United States.
- May NOT have any Felony convictions.
- Misdemeanor convictions and arrests *may* be a bar to the CJIS clearance required for this position. Misdemeanor records will be reviewed on a case-by-case basis to determine eligibility.

**IMPORTANT NOTE:** *If using education in exchange for experience to meet the requirements, college transcripts are required and must be received by the **application period closing date (Wednesday, July 3<sup>rd</sup>, 2024)**. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

## DESIRABLE QUALIFICATIONS

- Ability to type 30 words per minute

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of Microsoft Windows
- Knowledge of computer program operations.
- 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 or field responders.
- 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.
- 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 starting salary rate (5IN) is **\$59,753.95** annually (resident), and **\$58,013.94** annually (non-resident).

The City of Milwaukee offers a comprehensive benefits program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health, Vision, and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Reimbursement Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

## SELECTION PROCESS

THE SELECTION PROCESS will be job related and may consist of the following: typing test, computer-based job simulation exercise, job performance test, oral interview, criminal background check (including fingerprinting), personality-fit assessment, medical, psychological, and drug screening. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of each required exam.

*If you will be unavailable for one or more portions of the examination due to military service or training, you must provide email notification to [fpcjobs@milwaukee.gov](mailto:fpcjobs@milwaukee.gov) or written notification to the Fire and Police Commission, City Hall Room 705 prior to the examination.*

**ELIGIBLE LIST:** Candidates who successfully pass the examination process will be placed on an eligible list, with ranking based upon the test scores plus any applicable preference points (see below). 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.

**PREFERENCE POINTS:** Preference points may be added to the final passing score in accordance with State Statutes and Fire and Police Commission Rules. All preference point documentation must be submitted by the application deadline. Documentation can be attached to the application or submitted via email to [fpcjobs@milwaukee.gov](mailto:fpcjobs@milwaukee.gov) by the application deadline of **July 3, 2024**. When submitting preference point documentation via email the subject line MUST read "**911 Telecommunicator Preference Points**".

• Qualified veterans will receive military preference points added to the final passing score; a DD-214 is required as proof of service.

· Preference points may be added to the final passing score, if you are a bona fide resident of the City of Milwaukee when you apply; proof of residency must be provided.

**APPOINTMENTS:** Final appointment (hire) as a 911 Telecommunicator is contingent upon passing all pre-employment components, the number of vacancies, and approval by the Fire and Police Commission.

Individuals offered employment must pass a pre-employment criminal background check (including fingerprinting), medical examination, psychological evaluation, and drug test as a condition of employment.

## ADDITIONAL INFORMATION

APPLICATIONS will be accepted through **July 3, 2024**. Application materials can be accessed at [www.jobaps.com/MIL](http://www.jobaps.com/MIL). Additional information about the application process can be obtained by emailing [fpcjobs@milwaukee.gov](mailto:fpcjobs@milwaukee.gov) or by calling 414.286.5076. Applications will not be accepted after the deadline, unless extended.

### Tentative Timeline\*

<b>Application period</b>	<b>June 7 -July 3, 2024</b>
<b>Criticall Test</b>	<b>July/August 2024</b>
<b>Structured Interviews</b>	<b>August 2024</b>
<b>Background Checks</b>	<b>August 2024</b>
<b>Pre-employment screenings</b>	<b>September/October 2024</b>
<b>911 Telecommunicator Start Date (hire)</b>	<b>November 2024</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.