

EMERGENCY COMMUNICATIONS PROJECT MANAGER

List Type	Original
Requesting Department	Department of Emergency Communications – Admin/Operations
Open Date	January 17, 2025
Filing Deadline	February 7, 2025
HR Analyst	Alexis Mayes

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce committed to providing exemplary service to its residents. If you are passionate about being part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Emergency Communications Project Manager oversees the coordination, development, and implementation of public safety projects, including Computer-Aided Dispatch (CAD) enhancements, system upgrades, and infrastructure maintenance.

ESSENTIAL FUNCTIONS

Project Inception and Management

- Work with stakeholders to identify and define project requirements, scope, objectives, benchmarks, deliverables, and budget.
- Assist in the requirement gathering, procurement process, development of the statement of work (SOW) and project plan during vendor negotiations.
- Create and maintain comprehensive project documentation, including requests for information (RFI) and proposals (RFP), contracts, SOWs, project plans, test and training plans, and documents.
- Enhance the effective allocation and deployment of staff, streamlining workflows and business processes throughout the project lifecycle.
- Provide updates on the project status to ensure real-time situational awareness and information sharing.
- Manage data delivery processes and execution.

Project Implementation

- Act as the central point of contact for all vendors, subject matter experts, and stakeholders.
- Delegate project tasks and track through completion.
- Identify and document risks associated with the project and collaborate with stakeholders and vendors to mitigate risk.

- Identify public safety subject matter experts essential to project success and ensure their availability and commitment.
- Coordinate activities, resources, equipment and information needed for the project.
- Track progress, budget, and timeline using project management tools and/or applications.
- Implement and manage changes to meet project deliverables.
- Identify and manage additional project responsibilities, controlling scope creep.

Project Completion

- Facilitate technical, administrative, and end-user training.
- Assist in developing training curricula and manuals.
- Oversee project launches and advise departments and stakeholders on system acceptance.
- Evaluate and assess the result of the project.

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

- Must pass a Criminal Justice Information Services background investigation and clearance check.
- Must work extended workdays or adjust schedule to fulfill project objectives and meet deadlines.

MINIMUM REQUIREMENTS

1. Bachelor's degree in business administration, project management, computer science, or a closely related field from an accredited college or university.
2. Five years of progressively responsible experience in project planning, strategic planning, or project management performing functions related.

Equivalent combinations of education and experience may also be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process before extending any job offers.

DESIRABLE QUALIFICATIONS

- Project Management Professional Certification (PMP).
- Experience with Public Safety mission-critical systems such as 9-1-1 phone systems, computer-aided dispatch (CAD) systems, public safety dispatch, records management, and other public safety systems.
- Knowledge of local public safety departments and/or workflows, including fire, police, and emergency medical services.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Skill in using standard project management tools, including the Microsoft Office suite, MS Project, Jira, Asana, and Project Management Body of Knowledge (PMBOK).

- Ability to recognize operational efficiencies to streamline workflows.
- Ability to use Microsoft's Visio and Project in creating schedules, monitoring and reporting status, and analyzing data.
- Knowledge of fiscal and budget management standards.
- Skill in developing plans, policies, and procedures for efficient workflows.
- Ability to analyze problems and develop solutions to ensure work is performed accurately.

Project Management

- Knowledge of standard project management operating procedures and best practices to ensure consistency across the team.
- Ability to manage data delivery processes and execution.
- 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.
- Ability to assign and direct work and assess performance,
- Ability to manage and oversee complex tasks.
- Knowledge of leadership principles and best practices for and motivating project members.
- Ability to create and develop a diverse work team in which all members can reach their potential.
- Ability to add new insights into situations and apply innovative solutions to improve public safety.

Communication and Interpersonal

- Written communication skills to create clear and concise business communications such as policies, reports, proposals, procedures and plans, using correct English grammatical and punctuation conventions.
- Skill in presenting information effectively, including the ability to demonstrate the necessity for new or modified procedures.
- Verbal communication skills to ensure the accuracy of information conveyed and to explain complex concepts to individuals with varying degrees of understanding.
- Ability to respond diplomatically to resolve escalated inquiries and complaints effectively.
- Ability to work well with senior management, elected officials, colleagues, direct reports, outside service providers, and the public.
- Ability to build and maintain effective working relationships with multi-cultural and multi-disciplinary staff, other agencies, and the public.
- Honesty, integrity, and the ability to maintain confidentiality.

Judgment and Professionalism

- Ability to perform multiple tasks simultaneously, using more than one resource at a time.
- Ability to adhere to applicable laws, statutes, and policies related to access, maintenance, and dissemination of information.
- Analytical, problem-solving, and decision-making skills.
- Organizational and time management skills; ability to cope with frequent interruptions, changing priorities, and stressful situations.
- Ability to exhibit professionalism, trustworthiness, and stewardship regarding City resources.

- Ability to maintain confidentiality.
- Ability to handle emergencies with a calm and thoughtful approach.
- Ability to use tact, diplomacy, and excellent judgment when interacting with the City's public, elected officials, and employees.

CURRENT SALARY

The current salary range (1LX) is \$108,099-\$135,794 annually, and the resident incentive salary for City of Milwaukee residents is **\$111,342-\$139,868** annually. *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:

- Wisconsin Retirement System (WRS) Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 12 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 <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of education, experience and/or responses to supplemental questions; a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the deadline listed above. 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 selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. 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.jobapscloud.com/MIL.

- 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 in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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