

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 7/1/22		2. Present Incumbent: Standard (6 positions)		Is incumbent underfilling position? YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.	
3. Date Filled: Various		4. Previous Incumbent: Various			
5. Department: Fire Department			Bureau: Support Division: Technical Services		Unit: Section: Communications
6. Work Location: 2333 N. 49 th St.			Telephone: 414-286-5350 Email:		Work Schedule: Hours: 8 hours on 1 st , 2 nd , 3 rd shift / Days: 5-on, 2-off, 4-on, 2-off
7. Represented by a Union? ☒ Yes ☐ No		8. Bargaining Unit: Local 494, Fire Dispatchers If in District Council 48, which local?		9. FLSA Status (check one): ☐ Exempt ☒ Non-Exempt	
10.	Official Title: Fire Dispatcher - Senior			Pay Range	Job Code
				2FN	4542
	Underfill Title (if applicable):				
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

Primary duties are to oversee the receipt of emergency, non-emergency, and inter-department calls, and assure the prompt dispatch of the proper units or agencies to the scene of fire, medical, or other emergency. Secondary duties include maintaining discipline, submitting personnel review recommendations to Fire Dispatch Manager or Fire Dispatch Assistant Managers, assigning duties to subordinates, conducting coaching and training, maintaining reports and records, and assisting in updating policies and procedures.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
45	Oversees the daily operation of one shift of the Communications Section; enforcing the rules of the section, and rules and regulations of the department. Communicates orders and directives to subordinates in a clear manner. Monitors resource availability and coordinates with the Firefighting Deputy Chief when additional resources may be needed. Assists in developing and updating Communications Section policies and procedures.
20	Monitors call-taking and radio dispatching, identifies dispatcher job performance concerns, coaches in appropriate techniques to enhance performance, and enforces corrective actions. Provides input on job performance to the Fire Dispatch Assistant Managers, including policy compliance, attitude, and job knowledge.
10	Maintains understanding of, and proficiency in, all aspects of computer-aided dispatch (CAD) and communications systems, participating in the development, implementation, and maintenance of same. Performs basic troubleshooting on end-user equipment and software to ensure continued operations.
10	Depending upon staffing and volume of calls, this position may serve as a 911 Dispatcher, by handling emergency and non-emergency calls, including providing pre-arrival instructions to callers requesting emergency medical assistance using the current EMD protocol and standards.
5	Monitors probationary dispatchers' training. Submits evaluations to Fire Dispatch Assistant Managers certifying qualifications for continued employment based on performance, attitude, and knowledge.

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% of Time	ESSENTIAL FUNCTION
5	Accountable for the timely submission of personnel shift reports and records. Adjusts schedules in the absence of Fire Dispatch Assistant Managers, ensuring that dispatchers requesting time off have sufficient balances.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	Works closely with various city and county departments, keeping them informed of incidents that relate to their respective authority. Attends department meetings or training exercises as directed by the Fire Dispatch Manager, Fire Dispatch Assistant Managers, or other higher authority.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Nicole Hefley and Jasmine Salley, Fire Dispatch Assistant Managers

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Most regular duties performed independently with general supervision from Fire Dispatch Assistant Managers.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **4-8**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

or supervision exercised by indicating one or more of the following:		
a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
4-8	911 Dispatchers and/or 911 Telecommunicators	a, b, c, d, e

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Must have a minimum of two years' experience serving as an Acting Fire Dispatcher - Senior in the department's Communications Section. Equivalent experience in an urban public safety environment may be considered.

ii. Knowledge, Skills and Abilities:

Must possess excellent communication skills both verbally and in written form. Must understand the principles of supervision, training, coaching, evaluation, and appropriate conflict resolution techniques, and be able to apply such principles.

Ability to use critical thinking and judgement to determine resource allocation based on current utilization is necessary.

Requires the ability to listen carefully and interpret ambiguous verbal information accurately, often with an excited caller and hectic atmosphere. Must be able to remain courteous with a professional demeanor while receiving and relaying information in a fast-paced environment. Requires ability to make decisions using sound judgement, and to take decisive and appropriate action based on information received. Requires the ability to keep track of multiple tasks, using more than one resource at a time.

Ability to use and read maps pertaining to the location of callers and incidents is critical, and to be aware of traffic pattern interruptions, due to situations such as street closing and congestion. Ability to

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quickly become familiar with all streets in the City of Milwaukee, city boundaries, and reciprocal fire service agreements.

Requires the ability to write and data enter in clear, understandable English with extreme accuracy and attention to abundant details with sufficient speed to meet standard.

Needs to be able to work in a cooperative team environment with various personalities.

Fluency in speaking Spanish is highly desirable.

iii. Certifications, Licenses, Registrations:

The following, if not held, must be obtained within the first year of being hired to this position, and maintained.

- *Priority Dispatch EMD Certification*
- *American Heart Association Health Care Provider CPR*
- *APCO Communications Training Officer*
- *APCO Fire Service Communications*
- *APCO Communications Center Supervisor*

iv. Other Requirements:

Required to be able to work sixteen-hour shifts and last minute mandates. Must be able to handle the stress of emergency calls dealing with life and death situations.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☐	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☐	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☐	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☐	Kneeling: Bending legs at knee to come to a rest on knee or knees.
☐	Crouching: Bending the body downward and forward by bending leg and spine.
☐	Crawling: Moving about on hands and knees or hands and feet.
☐	Reaching: Extending Hand(s) and arm(s) in any direction.
☐	Standing: Particularly for sustained periods of time.
☐	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☐	Grasping: Applying pressure to an object with fingers and palm.
☐	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.

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☒	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☒	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☐	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☒	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
☐	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☒	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
☐	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☐	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** 0%

CHECK ALL THAT APPLY:

☒	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☐	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☐	The worker is subject to outside environmental conditions: No effective protection from weather.
☐	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☐	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☐	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☐	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☐	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☐	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

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- K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**
List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

☐ Camera and photographic equipment	☒ Office Equipment (desk, chair, telephone, etc.)
☐ Cleaning supplies	☒ Office supplies (pens, staplers, pencils, etc.)
☐ Commercial vehicle	☐ Packing materials (boxes, shrink wrap, etc.)
☐ Data processing equipment	☒ PC equipment (monitor, keyboard, printer, etc.)
☐ Handcart	☒ PC software
☐ Hand tools <i>(please list)</i> :	
☒ Office Machines <i>(check all that apply)</i> : ☒ Copier ☒ Facsimile ☒ Calculator ☐ Cash register	
☐ Other <i>(please list)</i> :	

- L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

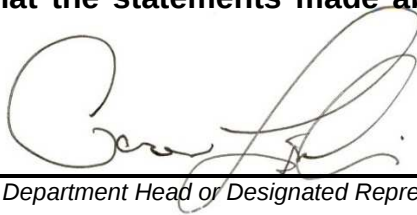
This position requires continuous education, which is the responsibility of the employee. Failure to maintain certifications could result in demotion or termination.

It is imperative that the incumbents have the ability enforce the rules of the department and section. Failure to perform the position's duties could result in demotion or termination.

Subject to recall to duty from off-duty, at any hour. May be subject to remain on duty in the event of a greater alarm or major incident.

This position's duties are required to be performed at the office of its assigned bureau/division, unless approved to work elsewhere by the Chief.

- M. I believe that the statements made above in describing this job are complete and accurate.**



Signature of Department Head or Designated Representative