

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service Commission:	Finance Committee:
Fire & Police Commission:	Common Council:

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

1. Date Prepared/ Revised: 2/1/21		2. Present Incumbent: Standard (18 positions)		Is incumbent underfilling position?	
3. Date Filled: Various		4. Previous Incumbent: Standard		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.	
5. Department: Fire			Bureau: Support Division: Technical Services		Unit: Section: Communications
6. Work Location: 2333 N. 49 th St.			Telephone: 286-8999 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? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		8. Bargaining Unit: Local 494, Fire Dispatchers If in District Council 48, which local?			9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: 911 Dispatcher		Pay Range	Job Code	EEO Code
	Underfill Title (if applicable): 911 Telecommunicator		5IN	2385	501
	Requested Title (if applicable):		5IN	2384	501
Recommended Title (DER Use Only):			Approved by: Date:		

11. BASIC FUNCTION OF POSITION:

Primary duties are to receive and process incoming emergency and non-emergency service calls through the Enhanced 911 system and promptly dispatch appropriate units via the Computer Aided Dispatch (CAD) system, providing pre-arrival instructions to medical emergency callers, and monitoring all apparatus movement to stay abreast of their locations at all times to ensure the most timely emergency responses.

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
80	<ul style="list-style-type: none"> Promptly answers and processes incoming emergency and non-emergency telephone calls, determining the nature of the call, and providing pre-arrival instructions to callers requesting emergency medical assistance. Determines the number and type of departmental or suburban department apparatus and companies to dispatch while utilizing sound judgement to determine if deviating from CAD-suggested companies would be more effective. Receives and transmits via radio or other communication device all information necessary for the efficient delivery of services, using judgement and adherence to established department operations and procedures.
20	<ul style="list-style-type: none"> Provides necessary intercommunication with other department divisions. Works closely with Milwaukee Police Department (MPD) telecommunicators, notifying the MPD of all emergencies warranting dual responses, as well as notifying if requested by MFD on-scene personnel. Determines and contacts other individuals or agencies as per protocols. Refers callers to other agencies as may be appropriate to specific needs or information requested.
15	<p>If a Fire Dispatcher - Lead, 15% of time is subtracted from the two categories listed above, adding:</p> <ul style="list-style-type: none"> Provides on-the-job training to probationary dispatchers, completing and reviewing daily evaluations with them. Assists in developing curricula and tests. Assumes duties and responsibilities of Fire Dispatcher – Senior when directed by Assistant Managers. Assists in creating standard operating procedures. Assists with varying projects as assigned.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Fire Dispatcher – Senior, various

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

Fire Dispatchers are expected to make independent and appropriate rapid decisions affecting the receipt and dispatch of emergency services with minimal direct supervision from the Fire Dispatcher - Seniors.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

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:

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 <i>(Select those that apply from list above, a - h)</i>

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

i. Education and Experience:

Must have a minimum of six months experience as a fire, police, or ambulance dispatcher, and/or two years’ experience as a customer service or public services professional performing duties involving consistent interaction with the public.

ii. Knowledge, Skills and Abilities:

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 the 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. Familiarity with all streets in the City of Milwaukee, and city boundaries, is highly desirable.

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.

Fire Dispatcher - Lead (additional)

Requires creativity and alternative thinking to develop new and sound ideas for training.

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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.

iii. Certifications, Licenses, Registrations:

The following, acquired through training during the first year of employment, must be maintained.

- *Priority Dispatch EMD Certification*
- *American Heart Association Health Care Provider CPR*

Fire Dispatcher - Lead (additional)

The following, per the department's career ladder, must be obtained and maintained.

- APCO Public Safety Telecommunicator
- APCO Communications Training Officer

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:

<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	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.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.

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<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input type="checkbox"/>	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:

<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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:

<input checked="" type="checkbox"/>	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).
<input type="checkbox"/>	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.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	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:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	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.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	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:

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

L. SUPPLEMENTARY INFORMATION:

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

Fire Dispatcher - Lead (additional)

May be required to act as Fire Dispatcher - Senior when staffing levels require.

Failure to maintain certifications could result in demotion or termination.

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

Signature of Department Head or Designated Representative