



Department of Employee Relations

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REV 1/30/2025

Job Evaluation Report

Fire and Police Commission: February 6, 2025

Department of Emergency Communication

Current	
Title	Pay Range
Emergency Communications Supervisor (15 Positions) Emergency Communications Supervisor – Quality Assurance (1 Position) Emergency Communications Supervisor – Training (1 Position)	PR 2MN (\$80,098 – \$112,137) FN: Minimum Rate - \$91,465
Emergency Communications V - Lead (15 Positions) Emergency Communications Officer V – Quality Assurance (3 Positions) Emergency Communications Officer V – Training (3 Positions)	PR 2IN (\$62,041 - \$86,854) FN: Minimum Rate - \$74,956
Emergency Communications Officer IV (183 Positions) – Eight of the Positions Designated Bilingual	PR 5MN (\$68,678 – \$85,847) FN: Minimum Rate - \$70,052 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5% biweekly
Emergency Communications Officer III (Underfill Title)	PR 5LN (\$65,408 – \$81,760) FN: Minimum Rate - \$66,716 FN: Appointment at any rate with approval of DER FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5% biweekly.
Emergency Communications Officer II (Underfill Title)	PR 5IN (\$57,620 – \$72,025) FN: Minimum Rate - \$58,014 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5% biweekly.
Emergency Communications Officer I (Underfill Title)	PR 5CN (\$45,011 - \$56,264) FN: Minimum Rate - \$45,977 FN: Appointment at any rate with approval of DER FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5% biweekly.

Recommended	
Title	Pay Range
Emergency Communications Supervisor (17 Positions)	PR 2MN (\$80,098 – \$112,137) FN: Minimum Rate: \$91,465
Emergency Communications Lead (21 Positions)	PR 2KN (\$70,501 – \$98,704) FN: Minimum Rate - \$78,704
Emergency Communications Officer V (183 Positions) – Eight of the Positions Designated Bilingual	PR 5NN (\$72,112 – \$90,139) FN: Minimum Rate - \$73,555 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5%.
Emergency Communications Officer IV (Underfill Title)	PR 5MN (\$68,678 - \$85,847) FN: Minimum Rate - \$70,052 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5%. FN: Incumbents in training for a higher ECO title to receive a 3% incentive.
Emergency Communications Officer III (Underfill Title)	PR 5LN (\$65,408 - \$81,760) FN: Minimum Rate - \$66,716 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5%. FN: Incumbents in training for a higher ECO title to receive a 3% incentive.
Emergency Communications Officer II (Underfill Title)	PR 5JN (\$60,036 - \$75,045) FN: Minimum Rate - \$60,973 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5%. FN: Incumbents in training for a higher ECO title to receive a 3% incentive.
Emergency Communications Officer I (Underfill Title)	PR 5IN (\$57,620 – \$72,025) FN: Minimum Rate - \$58,014 FN: Incumbents assigned to provide intermittent on-the-job peer training to be paid an additional 5%. FN: Incumbents in training for a higher ECO title to receive a 3% incentive.

The Department of Emergency Communications (DEC) has requested a restructure of DEC Operations positions as part of the transition of management authority from the current hybrid management control structure to the DEC. This Operations restructure redefines the job roles for current 911 Telecommunicators and 911 Dispatchers in anticipation of the Universal Call Taker (UCT) project implementation. The DEC cutover in full is scheduled for February 16, 2025 (Pay Period 5, 2025).

The transition of management authority provides an opportunity for the Operations job title structure to support the Universal Call Taker (UCT) project. It is anticipated the UCT project will streamline and improve call-taking and dispatching processes for both law enforcement and fire agencies. This will improve response capabilities and reduce operational inefficiencies. It will also provide promotional job title and wage increase opportunities for DEC Operations staff.

The current DEC Operations positions structure, if left unchanged, will create pay compression and give employees less incentive to promote to higher level positions. Furthermore, the restructure of DEC Operations positions will provide incentives for employees to enhance their job knowledge, skills, and abilities (KSA's) and competencies, providing a skilled workforce that would have the ability to promote through the proposed title structure.

As part of the new position structure, Emergency Communications Officer (ECO) incumbents when training for a higher ECO title will receive an additional 3% incentive pay during the training period. Upon successful completion of their training, ECO incumbents will receive an additional 2% for a promotional rate total of 5%. In addition, incumbents in position titles ECO I, II, III, IV, and V will be paid an additional 5% biweekly when assigned to intermittent on-the-job peer training.

Duties and responsibilities of each title are listed below:

<p>Emergency Communications Manager (6 Positions)</p> <p>Under the direction of the Director and Deputy Director of the Department of Emergency Communications, the Emergency Communications Manager is responsible for the day-to-day management and strategic direction of the Department of Emergency Communications, which includes floor operations, supporting technology and systems, staffing, training, and administrative duties thus playing a mission-critical role in supporting overall public safety and operational deployments of first responders. Primary duties are administering the Emergency Communications Section's activities, including staffing management, discipline maintenance, establishment and monitoring of section and department policies and quality assurance, coordination of training sessions, and general management of personnel and equipment performance.</p> <p><u>Administration/Operations:</u></p> <ul style="list-style-type: none"> • Plan, prioritize, assign, review, coordinate, and manage the division's day-to-day operations through shift supervisors, including improving service delivery methods and procedures related to resource allocation. • Interpret and apply departmental standards, policies, procedures, and pertinent federal, state, and local laws, codes, and regulations. • Assists with preparing the division's budget, interagency grants, and requisition of supplies and materials. • Strategically plan, develop, and improve operational DEC standards, policies, and procedures, and monitor compliance. • Testify when necessary in court depositions related to the Standard Operating Instructions and Standard Operating Procedures, and present information before Public Safety or Common Council Committee meetings upon request. <p><u>Technical Operations:</u></p> <ul style="list-style-type: none"> • Oversee and monitor the maintenance and performance of technology systems, including computer-aided dispatch (CAD), automated telephone, radio, recording, and other related interfaced systems. • Work with City departments, vendors, contractors, and consultants regarding the maintenance and repair of equipment. • Ensure phone and radio traffic recording within the DEC and the records retention as required by policy. <p><u>Recruitment, Development, and Retention:</u></p> <ul style="list-style-type: none"> • Participate in selecting, training, and developing DEC personnel. • Participate in professional development activities to stay apprised of industry trends. • Ensure that the training of new personnel and continuing education of all personnel are practical and meet the standards and policies set internally and externally with all stakeholders. • Perform employee relations, including staffing, scheduling, discipline, and other personnel tasks. • Ensure training programs are enforced through active monitoring and oversight, including personnel performance, and ensure training criteria, requirements, standards, and resources are current.
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Quality Assurance:

- Work cooperatively with department members, other City departments, government officials, and community members; resolve problems; investigate and respond to citizen complaints and inquiries; conduct highly complex or sensitive investigations; and respond to inquiries from City representatives and the general public.
- Ensure minimum daily operational staffing requirements for call volume, strategic objectives, and other predetermined factors are analyzed and adjusted as needed.
- Ensure Quality Assurance programs are enforced through active monitoring and oversight, including personnel performance, call activity, review of incidents and complaints, and identification and resolution of staff performance issues per operating procedures and goals.
- Work with City departments, vendors, contractors, and consultants regarding the maintenance and repair of equipment.
- Ensure phone and radio traffic recording within the DEC and the records retention as required by policy.

Emergency Communications Supervisor (17 Positions)

Under the direction of the Emergency Communications Manager, the Emergency Communication Supervisor (ECS) oversees assigned DEC shift operations, supervises all assigned personnel, and handles scheduling, policy and procedure compliance, communications operations, and supporting systems and software, e.g., CAD, Radio, Telephony, Call Recording and Playback software, Quality Assurance, Training, Emergency Management Systems, etc. The ECS 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 forwards to upper management; logs and reports equipment malfunctions; compiles statistics; clarifies agency policies and procedures for employees, other agencies and the public.

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.
- Responsible 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 supervising and determining staff work assignments.
- Manages shift employee time off, schedule adjustments, and verification of time entry into the City payroll system.
- Supervises attendance, punctuality, disciplinary, and other personnel actions related to employees supervised.
- Assists dispatchers with difficult and complex calls and dispatches. Resolves complaints made regarding call performance.
- Monitors 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.

Technical Operations:

- Ensures equipment (911 phones, CAD system, radio system, and all supporting software or additional equipment) is in working order, reports issues, seeks repairs, and makes referrals for service.
- Provides 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.
- Implements workarounds in scenarios where existing utilized technology is temporarily unavailable.

- Maintains knowledge of CAD and system capabilities related to the DEC, radio systems, and backup plan procedures.
- 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.

Training, Recruitment and Retention:

- Oversees shift staff development, training, and performance review.
- Manages training schedule and trains personnel to ensure coverage and minimum staffing levels for each shift and each impacted shift.
- 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, telephone training, CAD training, Universal Call-Taker training, critical incident call taking, Emergency Communication customer service, and all applicable training.
- Ensures staff meets minimum qualification requirements for the position and provides support and guidance to employees.
- Facilitates development of operation employees and seeks to improve overall knowledge of DEC employee skillsets.
- Assists Fire and Police Commission (FPC) with recruitment.

Quality Assurance:

- Performs quality assurance checks for multiple disciplines and service types.
- Audits minimum qualification requirements for personnel and provides support and guidance to employees.
- Oversees and understands customer service needs, including accurate and quick response time.
- Communicates with other PSAP agencies to maintain an open exchange of information. Works with other public safety agencies to ensure the reliable transfer of emergency calls and information.
- Researches and evaluates current trends in Public Safety protocols to determine best practices.
- Identifies, develops and implements procedures, protocols and standard operating procedures and/or standardized evaluation guidelines related to Quality Assurance.
- Ensures compliance with quality standards related to the DEC and/or national standards where applicable.
- Utilizes reporting structure for quality assurance metrics and departmental performance rates.
- Works effectively to meet the needs of the Department and City of Milwaukee through high-level, ethical work, treats other staff members, members of the public, and other individuals with respect, and works towards the Department of Emergency Communications mission.
- Contributes to the efficiency and effectiveness of the unit in serving its citizens by offering suggestions, directing, and participating as an active member.
- Performs as Emergency Communications Officer if needed per Emergency Communications Manager.

Emergency Communications Lead (21 Positions)

Under the direction of the Emergency Communications Supervisor, the Emergency Communications Lead assists with the monitoring of personnel assigned to emergency, non-emergency, and administrative call-taking and dispatching functions in the Department of Emergency Communications. The EC Lead provides

direct support to operations floor personnel by answering questions and acting as a conduit between operations personnel and supervision.

- Provides training which may include on the job, classroom, and focused training as needed, completing and reviewing daily evaluations with personnel. Assists in developing curricula and tests.
- Assists in implementation and compliance of policy and standard operating procedures.
- Provides coaching, support, and mentoring to Department of Emergency Communications staff.
- Assists employees/shift in achieving departmental goals.
- Monitors call/dispatch queues and takes appropriate action to resolve backlogs.
- Acts as a dispatcher of Medical Fire and/or Police units.
- 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 field units to dispatch while utilizing judgment to determine if deviating from CAD-suggested field units would be more effective
- Receives and transmits via radio or another communication device all information necessary for the efficient delivery of services, using judgment and adherence to established department operations and procedures.
- Accurately and professionally records data into the CAD system and other data tracking tools, including vital data related to each call.
- Maintains records and files.
- Provides necessary intercommunication with other department divisions, individuals, or agencies as per protocols.
- Refers callers to other agencies as appropriate to specific needs or information requested.
- Runs, creates, updates and corrects information provided in reports.
- Provides support in scheduling and the daily assignments of Department employees.
- Assists with various projects as assigned.
- Conducts Quality Assurance reviews of calls for service and dispatch operations as directed.
- Performs technical troubleshooting and escalates issues to appropriate personnel.
- Aids in the development and review of standardized evaluation guidelines.
- Assures compliance with required certifications.
- Aids in the development of and assures compliance with performance improvement plans.

Emergency Communications Officer V (183 Positions)

An ECO V acts as a universal dispatcher processing both fire or police related calls for services AND as a universal call taker processing both fire or police related calls for services.

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. An ECO V provides pre-arrival instructions to police and medical emergency callers and monitors all apparatus movement to stay abreast of their locations to ensure the timeliest emergency responses.

- Dispatches field personnel per protocol.
- Provides direction, support, and information via radio or other communication networks to personnel.
- Determines the number and type of departmental or suburban department apparatus and companies to dispatch while utilizing sound judgment to determine if deviating from CAD-suggested companies would be more effective.
- Receives and transmits via radio or another communication device all information necessary for the efficient delivery of services, using judgment and adherence to established department operations and procedures.
- Accurately and professionally records data into the CAD system, including vital data related to each call.

- 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 medical assistance.
- Provides necessary intercommunication with other department divisions. Coordinates with other telecommunicators and dispatchers, coordinating all emergencies warranting dual responses. Determines and contacts other individuals or agencies as per protocols.
- Refers callers to other agencies as appropriate to specific needs or information requested.
- Accurately reports information surrounding each call and actions taken, including summarizations with critical information.
- Provides on-the-job training to probationary dispatchers, completing and reviewing daily evaluations.

Emergency Communications Officer IV (Underfill Title)

An ECO IV acts as a single focus dispatcher processing either fire or police related calls for services AND as a universal call taker processing both fire or police related calls for services.

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. An ECO IV provides pre-arrival instructions to police or medical emergency callers and monitors all apparatus movement to stay abreast of their locations to ensure the timeliest emergency responses.

- Dispatches field personnel per protocol.
- Provides direction, support, and information via radio or other communication networks to personnel.
- Determines the number and type of departmental or suburban department apparatus and companies to dispatch while utilizing sound judgment to determine if deviating from CAD-suggested companies would be more effective.
- Receives and transmits via radio or another communication device all information necessary for the efficient delivery of services, using judgment and adherence to established department operations and procedures.
- Accurately and professionally records data into the CAD system, including vital data related to each call.
- 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 medical assistance.
- Provides necessary intercommunication with other department divisions. Coordinate with other telecommunicators and dispatchers, coordinating all emergencies warranting dual responses. Determines and contacts other individuals or agencies as per protocols.
- Refers callers to other agencies as appropriate to specific needs or information requested.
- Accurately reports information surrounding each call and actions taken, including summarizations with critical information.
- Provides on-the-job training to probationary dispatchers, completing and reviewing daily evaluations.

Emergency Communications Officer III (Underfill Title)

An ECO III acts as a single focus dispatcher processing either fire or police related calls for services AND as a single focus call taker processing either fire or police related calls for services.

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. An ECO III provides pre-arrival instructions to police and medical emergency callers and monitors all apparatus movement to stay abreast of their locations to ensure the timeliest emergency responses.

- Dispatches field personnel per protocol.
- Provides direction, support, and information via radio or other communication networks to personnel.
- Determines the number and type of departmental or suburban department apparatus and companies to dispatch while utilizing sound judgment to determine if deviating from CAD-suggested companies would be more effective.

- Receives and transmits via radio or another communication device all information necessary for the efficient delivery of services, using judgment and adherence to established department operations and procedures.
- Accurately and professionally records data in the CAD system, including vital data related to each call.
- 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.
- Provides necessary intercommunication with other department divisions. Coordinates with other telecommunicators and dispatchers, coordinating all emergencies warranting dual responses. Determines and contacts other individuals or agencies as per protocols.
- Refers callers to other agencies as appropriate to specific needs or information requested.
- Accurately reports information surrounding each call and actions taken, including summarizations with critical information.
- Provides on-the-job training to probationary dispatchers, completing and reviewing daily evaluations.

Emergency Communications Officer II (Underfill Title)

An ECO II acts as a Universal Call Taker processing both fire AND police related calls for services.

Primary duties are to receive and process incoming emergency and non-emergency service calls through the Enhanced 911 system, enter data related to the call into the Computer-Aided Dispatch (CAD) system, and provide pre-arrival instructions to police and medical emergency callers.

- 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.
- Receives and transmits via phone or another communication device all information necessary for the efficient delivery of services, using judgment and adherence to established department operations and procedures.
- Provides necessary intercommunication with other department divisions. Coordinates with other telecommunicators and dispatchers, coordinating all emergencies warranting dual responses. Determines and contacts other individuals or agencies per protocols.
- Refers callers to other agencies as appropriate to specific needs or information requested.
- Accurately reports information surrounding each call and actions taken, including summarizations with critical information.
- Provides on-the-job training to probationary call takers, completing and reviewing daily evaluations and reports.

Emergency Communications Officer I (Underfill Title)

An ECO I acts as a single focus call taker processing either fire OR police related calls for services.

Primary duties are to receive and process incoming emergency and non-emergency service calls through the Enhanced 911 system, enter data related to the call into the Computer-Aided Dispatch (CAD) system, and provide pre-arrival instructions to police or medical emergency callers.

- Promptly answers and processes incoming emergency and non-emergency telephone calls, determining the nature of the call and providing pre-arrival instructions to callers.
- Receives and transmits via phone or another communication system all information necessary for the efficient delivery of services using judgment and adhering to established department operations and procedures.
- Aids and directs callers in emergency scenarios for medical, fire, or police emergencies.
- Accurately and professionally records data into the CAD system, including vital data related to each call.
- Provides necessary intercommunication with other department divisions. Coordinates with other telecommunicators and dispatchers for all emergencies warranting dual response.
- Determines and contacts other individuals or agencies as per protocols.

- Refers callers to other agencies as appropriate to specific needs or information requested.
- Accurately reports information surrounding each call and actions taken, including summarizations with critical information.
- Provides on-the-job training to probationary call takers, completing and reviewing daily evaluations and reports.

Action Required – Effective Pay Period 6, 2025

*** Please see submitted addendum to CCFN for Salary and Position Ordinance changes.**

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