



Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

October 20, 2021

Jeffrey B. Norman
Acting Chief of Police

(414) 933-4444

The Board of
Fire and Police Commissioner
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: Classification Study Request – 911 Dispatcher / 911 Telecommunicator

Dear Commissioners:

Attached is an updated job description for the positions of 911 Dispatcher / 911 Telecommunicator (Pay Range 5IN). I am requesting a classification / market study for these positions to receive appropriate recruitment rates.

These positions provide for the operation of the Police Department's Computer Aided Dispatch System and Enhanced 911 System. Requests for service vary from life-threatening emergency responses to fulfilling legal and administrative requirements for police involvement. These requests may emanate from the 911 Telecommunicator or other authorized officials of the department. This position also responds to requests for manpower or equipment from officers or supervisors in the field and ascertain that such needs have been met. The position of 911 Telecommunicator is an underfilled title performing call-taker duties, and upon successful completion of dispatch training is promoted to the position of 911 Dispatcher.

The Department has experienced issues with retention. I would like to ensure the salary for this position is appropriate and competitive enough to attract quality candidates. Accordingly, I request that this matter be referred to the Department of Employee Relations (DER) for study. Department representatives are prepared to assist DER Staff with the study. If you have questions regarding this matter, please contact Human Resources Specialist April Nwandu at 935-7110.

Sincerely,

JEFFREY B. NORMAN
ACTING CHIEF OF POLICE

JBN:an
Attachments

**City of Milwaukee – Department of Employee Relations
JOB CLASSIFICATION REQUEST FORM**

Please fill out all form fields when applicable with a completed job description that is signed and dated
(include a job analysis questionnaire, if applicable) and email to sasinsk@milwaukee.gov.

Department	Police
Department Head	Acting Chief Jeffrey B. Norman

Job Study Contact Information:

HR Contact	Pamela K. Roberts
Phone Number	(414) 935-7191
Email Address	prober@milwaukee.gov
Supv/Mgr of Incumbent	Captain Michele Haywood
Phone Number	(414) 935-7470
Email Address	mhaywo@milwaukee.gov

Request Type (Check All That Apply):

<input checked="" type="checkbox"/>	Classification	To classify a new position authority as a result of the budget or grant funding
<input type="checkbox"/>	Reclassification	To modify a current position's title and pay
<input type="checkbox"/>	Repurpose	To use a vacant position's funding to a create a new position
<input type="checkbox"/>	Title Change	To modify a position's title only
<input type="checkbox"/>	Reallocation	To modify a position's pay range only
<input checked="" type="checkbox"/>	Market Study	To study the market rate of pay of a position
<input type="checkbox"/>	Designation	For example – bilingual, recruitment flexibility, task rate

Title/Position Information As It Is Listed In the Salary/Positions Ordinance:

Current Title	911 Dispatcher/911 Telecommunicator
Current Pay Range	5IN
Proposed Title	
Proposed Pay Range	
Division	Technical Communications Division
Section	
Number of Positions	One hundred twenty-four (124)
Incumbent(s)	One hundred eight (108)

Changes to duties and responsibilities:

None

Changes in the level of work as defined by knowledge, skill, mental or physical effort requirements, responsibility level, or working conditions:

None

Program, policy, or organizational changes that have impacted the position and its responsibility level:

None

Documented recruitment or retention difficulties:

This position has experienced retention difficulties. The Department has attempted to fill this position through numerous selection processes. Salary has been cited as a reason for individuals leaving the department to find other employment.

Titles of other positions within the city that may be comparable to the position(s) to be studied:

The impact of this change on other positions in the department:

Any other relevant information:

Prepared by:

April Nwando, HR Specialist

Approved by:

Acting Chief

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____	Finance _____
City Service _____	Committee: _____
Commission: _____	Common _____
Fire & Police _____	Council: _____
Commission: _____	

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

1. Date Prepared/ Revised: 2/3/2017 / 1/10/21		2. Present Incumbent: Various		Is incumbent underfilling position?			
3. Date Filled:		4. Previous Incumbent:		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.			
5. Department: Police Department			Bureau:		Unit:		
			Division: Technical Communications Division		Section:		
6. Work Location:			Telephone:		Work Schedule:		
			Email:		Hours: _____ / Days: _____		
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: 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 5IN	Job Code	EEO Code
	Underfill Title (if applicable): 911 Telecommunicator						
	Requested Title (if applicable):						
Recommended Title (DER Use Only):				Approved by: _____			
				Date:			

11. BASIC FUNCTION OF POSITION:

Provide for the operation of the Police Departments Computer Aided Dispatch System and Enhanced 9-1-1 system. Requests for service vary from life threatening emergency responses to fulfilling legal and administrative requirements for police involvement. These requests may emanate from the Emergency Communications Operator or other authorized officials of the department. Respond to requests for manpower or equipment from officers or supervisors in the field; and ascertain that such needs have been met.

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
100%	<ul style="list-style-type: none"> Regular and consistent attendance. Receive, prioritize, document and handle calls for 911 emergency and non-emergency calls for assistance from the public and protective service personnel. Update information as received, entering it into the Computer Aided Dispatch System (CAD). Refer callers to other agencies according to the needs expressed and/or information required by callers. Determine the significance of requests for service and assign an appropriate level of protective service resources. Work collaboratively with district supervisors and incident command to monitor and control the response of personnel to calls for service or emergency situations. Operate, enter and retrieve information using the CAD and Department forms. 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, which are out of service and take appropriate action. Report noncompliance by personnel with prescribed rules, operating procedures, or FCC regulations to department supervisory staff. Receive and process emergency and non-emergency calls for service received through the enhanced 9-1-1 system and other means. Contacted callers who may be receiving a delayed response to their service request, to determine whether

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.

% of Time	ESSENTIAL FUNCTION
	to dispatch police or fire personnel or whether an alternative response is appropriate.
	<ul style="list-style-type: none"> • Perform all duties consistent with Department policy.
	•
	•
	•
	•

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•
	•
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Shift Supervising Police Sergeant, Communications Division

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

Punctuality and job performance are consistently monitored. An Emergency Communications Operator must be able to respond to emergency situations quickly and effectively. Work assignments are controlled by the immediate supervisor. Procedures, protocols and policies are reviewed, promulgated and enforced by the supervisor. Proper C.A.D. operation is monitored and reviewed accuracy, clarity and completeness.

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 (Select those that apply from list above, a - h)

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

i. Education and Experience:

- At least 18 years old at time of application.
 - United States citizenship, or be legally authorized to work permanently for any employer within the United States.
 - Must successfully pass a Background investigation.
 - Six (6) months experience as a fire, police or ambulance dispatcher, or Protective Service Telecommunicator.
- OR
- Two years of experience with multi-faceted customer contact or telephone work performing duties such as receiving and/or resolving complaints, problem solving, quick decision making, multi-tasking or having responsibility for giving and receiving information in high stress environments.

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ii. Knowledge, Skills and Abilities:

- Knowledge of Microsoft Windows, including “short keys” allowing for rapid navigation within programs.
- 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.
- Ability to quickly and accurately enter information, including numerical data, into the CAD 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.

iii. Certifications, Licenses, Registrations:

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 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.

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<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 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 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 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.
<input 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 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 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:** _____%

CHECK ALL THAT APPLY:

<input 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.)

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<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.

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 type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input 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 type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools <i>(please list)</i> :		
<input type="checkbox"/>	Office Machines <i>(check all that apply)</i> : <input type="checkbox"/> Copier <input type="checkbox"/> Facsimile <input type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input type="checkbox"/>	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.)

Technical Communications Division maintain operations on a 24/7 basis. Work all shifts as assigned, including night shift (3:30 pm – 7:30 am). Work most weekends, holidays, rotating days off and overtime when required.

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

Signature of Department Head or Designated Representative

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.