

# EMERGENCY COMMUNICATIONS DIRECTOR

## Recruitment #

### List Type

Exempt

### Requesting Department

Fire and Police Commission

### Open Date

10/10/23 12:00:00 PM

### Filing Deadline

1/2/24 11:59:00 PM

### HR Analyst

Molly Kuether-Steele

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## INTRODUCTION

**THIS POSITION IS EXEMPT FROM CIVIL SERVICE - Appointment and continued employment are at the pleasure of the Fire and Police Commission.**

## PURPOSE

Under the supervision of the Fire and Police Commission, the Emergency Communications Director serves as head of the Department of Emergency Communications and oversees the day-to-day operations of the 911 emergency communications center, including all aspects of emergency communications, from handling citizens' 911 calls for service to communications between first responders. The major areas of responsibility include: PSAP and radio governance, personnel oversight, fiscal operations and planning, and communications systems operations. The Emergency Communication Director is also responsible for communicating with the Fire and Police Commission, and its associated committees, and the Common Council, and its associated committees.

## ESSENTIAL FUNCTIONS

- Chairs governance committees in developing policies and procedures to provide the best possible service to callers while maintaining efficient PSAP operations and ensuring the safety of first responders. Ensures that the policies and procedures are fully documented and available, and that all personnel are adequately trained in them.
- Oversees the management of PSAP operations, ensuring that supervision is in place and that adequate staffing is maintained at all times.
- Develops short and long-term goals and objectives for the Division and a strategic plan to accomplish those goals; evaluates Division performance and achievements; reviews and/or develops reports regarding Division operations; and monitors compliance with established standards, policies, and procedures.
- Prepares and manages the annual operating budget for the Division; monitors and approves expenditures. When needed, applies for and administers grants and Capital funds for improvement projects.
- Plans for equipment and system replacement by staying abreast of new and emerging technologies, researching industry standards and best practices, and evaluating appropriateness for existing PSAP environment.
- Creates a professional and effective work environment that can adapt positively to change; oversees all personnel related tasks including recruitment, hiring, retention, commendation, discipline, and termination; oversees the development and implementation of training and evaluates its effectiveness.
- Works to achieve and maintain PSAP accreditation in Fire, Police and EMS dispatch; fosters an environment of continuous improvement and education.
- Leads the investigation into citizen complaints, recommending policy and procedural changes if needed and, when necessary, mandating remedial training and/or discipline.

- Maintains a working relationship with other City departments, outside PSAP managers, community groups, and business partners; and participates in professional, industry-related conferences, seminars, and workgroups.
- Develops, implements and maintains the Division's Emergency Continuity of Operations Plan (COOP).

*Reasonable accommodations requested by qualified individuals with disabilities will be made 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**

- Ability to work in variable environmental conditions and locations.
- Must be willing to work an extended schedule for successive days (i.e., 10-12-hour work days) on occasion as well as evenings and weekends to meet departmental needs.

## **MINIMUM REQUIREMENTS**

### **MINIMUM QUALIFICATIONS:**

1. Five years of professional PSAP experience with at least three (3) years in a PSAP leadership, management, supervisory, or other similar role.
2. Associates Degree in Business or Public Administration, Communications, Criminal Justice or related field.

### **DESIRED QUALIFICATIONS:**

1. Bachelor's Degree or higher in Criminal Justice, Public Administration, Communications or related field.
2. Experience managing a PSAP consolidation process to successful conclusion.
3. Professional Accreditation such as the Center Manager Certification Program or Commission on Accreditation for Law Enforcement Agencies Public Safety Communications Manager certification; and certification in any dispatch protocols for Fire, Police or Emergency Management Services.

*Equivalent combinations of education and experience that provide the applicant with the knowledge, skills, and abilities required to perform the job will be considered.*

## **KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

The Emergency Communications Director must demonstrate the following knowledge, skills and abilities:

- Understands and has the ability to implement the governance framework needed for a multi-agency Public Safety Answering Point (PSAP).
- Ability to identify and prioritize the common goals of disparate organizations and unite them in achieving those goals.
- Ability to drive the development and implementation of policies and procedures necessary for the efficient operation of the PSAP.
- Experienced and adept at mediation and conflict resolution.
- Must be a demonstrated leader who understands their role in guiding and developing employees in a team environment through respectful dialog; has knowledge of the principles of labor relations.
- Has a contemporary working knowledge of Police and Fire emergency dispatch services.
- Has a high level of understanding of the Criminal Justice Information Services (CJIS) Security Policy and Uniform Crime Reporting (UCR). Must have knowledge and understanding of the National Fire Protection Administration (NFPA) 1221 and 1061 standards, National Fire Incident Reporting System (NFIRS), as well as FCC regulations and State 911 guidelines as they relate to PSAP operations.
- Understands budget and accounting principles and able to use sound judgment to prioritize and allocate resources in the best interests of the call center.
- Has a thorough understanding of digital trunked radio systems and an understanding of the P-25 Project.
- Understands the principles of project management, from the initial requirements gathering through implementations and system acceptance.
- Demonstrates excellence in written and oral communications; has the ability to gather pertinent facts, make thorough analysis to arrive at sound conclusions and document the process with clearly organized thoughts in written form.

- Understands the principles of customer service and public relations in governmental settings.
- Is able to manage projects and resources, prioritize tasks and meet deadlines.

## CURRENT SALARY

### SALARY AND BENEFITS

The current salary range for the position is in Range 1NX is \$118,840.80 - \$151,255.00 annually, and the resident incentive salary range of \$122,405.92 - \$155,792.78 for City of Milwaukee residents.

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 which includes:

- 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 <https://city.milwaukee.gov/der/benefits>

## SELECTION PROCESS

### SELECTION PROCESS:

- Screening for this position will be based on an evaluation of each applicant's education, experience, and professional accomplishments, which should be detailed in a cover letter and resume. The most qualified candidate or candidates will participate in an interview process, which may include community engagement sessions.
- Anticipated desired start date: March 2024.
- Please send the cover letter, resume, and college transcripts via email to [naogeh@milwaukee.gov](mailto:naogeh@milwaukee.gov) by Monday, November 20, 2023.
- Please indicate "Emergency Communications Director" in the subject line.
- Questions relative to the selection process may be directed to Executive Director, Leon W. Todd, III by calling 414.286.5054.

The City of Milwaukee reserves the right to invite only the most qualified applicants to participate in the selection process.

**INITIAL FILING DATE:** The selection process will be conducted as soon as practical after Monday, November 20, 2023. Receipt of application materials 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.

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

### APPLICATION INSTRUCTIONS

- Applications and further information may be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.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](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

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