

DUANE BONDAR

[REDACTED], Waukesha WI 53188 · [REDACTED]
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Leon W. Todd, III, Executive Director and/or
Molly Kuether-Steele, HR Analyst
City of Milwaukee
Department of Emergency Communications
2333 N. 49 Street
Milwaukee, WI 5321

DEAR MR. LEON W. TODD, III, AND/OR MS. MOLLY KUETHER-STEELE,

I thought it would be pertinent to send an updated cover letter, as I noted the updated job posting. Thank you again for taking the time to carefully review each applicant's qualifications for this position. As a current 911 Center Manager in the City of Waukesha, and a prior Supervisor who was charged with hiring in Waukesha County, I understand what a tedious task reviewing application materials can be.

Are you in search of a Director of Emergency Communications who will assist the Mission, Vision, and Values of the City of Milwaukee Communications Center come to fruition, especially in the upcoming consolidation? Someone with a passion for making The City of Milwaukee Communications Center become the leading dispatch center for the citizens and visitors of Milwaukee and a beacon for the state of Wisconsin. A center full of a family of 911 telecommunicators who truly have a passion for the work, feel supported while they are present at work, and leave work feeling fulfilled, knowing that they made a difference?

I have been working in dispatch since 2005, and quickly advanced to supervision within a year. Since then, I have had experience working in a Consolidated Dispatch Center in Waukesha County as a supervisor and was also the right-hand-man for the Operations Manager and assisted the Director with budget matters and future thinking technologies and advancements. I left the consolidated center environment in 2022, to advance my career as an Emergency Communication Center Manager at the City of Waukesha Communications Center. In my position in the City of Waukesha, I have forged the way in many new advancements within the department after many years of stagnancy. I have immense knowledge of the latest technologies in the field of 911 and a passion to learn and grow. I continue to advance my written and oral communication skills, and I excel under pressure.

I am a person focused leader with a passion for organizational leadership. I believe that I would achieve great success in this department, while fostering a supportive environment for those that I serve.

I am an excellent candidate for this position and believe that I satisfy all the current minimum qualifications for the position. I can assure you that I have over 18 years of hands-on experience in this field at all levels, which I do believe is incomparable to anything else. I have also completed an Associate's Degree in Leadership Development with a certificate in Organizational Leadership.

In regard to your search for a candidate who satisfies your desired qualifications, I believe that I satisfy the majority of those as well. While I have not yet completed a bachelor's degree, I intend to complete-at the minimum- a 4-year degree in the near future and have already begun researching options on how to do so virtually to maximize my time in any position I should obtain. Should I be extended a gracious offer with The City of Milwaukee, I would be more than willing to complete the degree within a specified amount of time, determined by and agreed upon by the department. You will see from my enclosed resume that I meet all other desired qualifications and much more.

I also experience in the consolidation of additional departments into one consolidated dispatch center, such as when the City of New Berlin Police and Fire, City of Oconomowoc Police and Fire and Village of Menomonee Falls Police and Fire consolidated with Waukesha County Communications (as well as other departments).

Finally, regarding your desired qualifications/certifications, in my over 18 years of experience, I have obtained numerous certifications related to the field, including Emergency Number Professional, Communications Center Manager Course, and the Nena Supervisor Course. I am also always willing and able to obtain any additional certifications.

I truly have a passion for the industry and history with 911. I have the experience necessary to perform this career choice well and the compassion needed to be a great leader. I lead by example and put the people first.

I want to see The City of Milwaukee succeed and have the drive, determination, and skillset to help The City of Milwaukee Communications Center leap to the forefront of 911.

I look forward to discussing this opportunity with you soon and delving more in depth into my vision for the future of The City of Milwaukee Communications Center. Thank you for your time in reviewing my resume and application.

Duane E. Bondar

Enclosures

Resume

Unofficial Transcript (Official Transcript available upon request)