

Emergency Communications Officer I

Recruitment #2603-7500-001

List Type	Original
Requesting Department	DEPARTMENT OF EMERGENCY COMMUNICATIONS
Open Date	3/06/2026 08:00:00 AM
Filing Deadline	4/10/2026 11:59:00 PM
HR Analyst	Cyrille Buisson

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INTRODUCTION

The Department of Emergency Communications invites qualified individuals to apply for the position of Emergency Communications Officer. Individuals hired from this recruitment have an anticipated start date of Fall 2026.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The City of Milwaukee is seeking applicants to answer non-emergency and emergency 911 telephone lines. A competitive applicant would possess strong multi-tasking skills, sound judgment, ability to make decisions quickly, and provide clear instructions. These skills combined with extensive on the job training would be used to perform daily job duties and resolve most work problems.

ESSENTIAL FUNCTIONS

- Promptly answers and processes incoming emergency and non-emergency telephone calls through the enhanced 911 system.
- Determines the nature of the call and prioritization.
- Enters data related to calls into the Computer-Aided Dispatch (CAD) system.
- Provides pre-arrival instructions to police or medical emergency 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.
- Accurately reports information surrounding each call and actions taken, including summarizing critical information.
- Maintains effective communication 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.
- Provides on-the-job training to probationary call takers, completing and reviewing daily evaluations and reports.
- Works collaboratively with co-workers, field responders, supervisors, etc., to manage the response for service or emergency situations.
- Operates, enters and retrieves information using the CAD and other interfaced systems in support of incident response and public assistance.
- Responds promptly and effectively to requests from protective service personnel and/or supervisors for personnel, equipment or other stated needs.
- Responds to requests for service and takes appropriate action.
- Speaks with callers to determine incident type, response priority and whether to dispatch police and/or fire personnel needed or if alternative response is appropriate.
- Provides pre-arrival police, fire, or medical instructions based on the incident type.
- Performs all duties consistent with Department policy.

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

The Department of Emergency Communications maintain operations 24/7 365-days a year. Trainees may be assigned different shifts **weekly** during training to include all shift schedules.

- Works all shifts as assigned.
- Works most weekends, holidays, rotating days off, and overtime when required.
- Required to be able to work sixteen (16) hour shifts and last-minute mandates based upon departmental need.
- Obtains and maintains CJIS clearance throughout employment.
- Completes Department training to become a Universal Call Taker, and all required classroom training, practicals, and exams before beginning on-the-job-training.
- Promotes to Emergency Communications Officer II upon successful completion of training.
- Obtains and maintains EMD Certification throughout employment.
- Obtains and maintains CPR Certification throughout employment.
- Serves a 1-year probationary period.

MINIMUM REQUIREMENTS

- Must be at least 18 years old at time of application.
- High School Diploma or equivalency.
- Ability to type 30 words per minute.
- Basic computer proficiency, including keyboarding and use of Windows-based applications.
- Must be legally authorized to work for any employer within the United States.
- Must NOT have any Felony convictions.
- Misdemeanor convictions and arrests *may* impact CJIS clearance required by this position and will be reviewed on a case-by-case basis.

DESIRABLE QUALIFICATIONS

- An Associate's degree, Bachelor's degree, or higher.
- At least two years of college coursework.
- Bilingual (Spanish, Hmong) written and verbal communication skills.
- Experience using Computer-Aided Dispatch (CAD) systems.

- Adaptability when working through situations to find appropriate solutions and identify applicable protocols and procedures in emergency response.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Communications & Interpersonal Skills:

- Ability to communicate clearly, calmly, and professionally with callers in stressful or emotionally charged situations.
- Ability to actively listen to callers, establish 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 speak and understand English clearly over communications equipment.
- Ability to use standard English and rules regarding English grammar, punctuation, and spelling.
- Ability to write clear, concise, and accurate reports based on caller descriptions.

Critical Thinking & Decision-Making:

- Ability to listen carefully, gather information, and follow scripted instructions and protocols.
- Ability to quickly identify critical information provided by callers or field responders.
- Ability to accurately prioritize calls based on risk, urgency, and protocol.
- Adaptability when working through situations to find appropriate solutions and identify applicable protocols and procedures in emergency response.
- Adaptability to identify and apply appropriate procedures in emergency response situations.

Multitasking & Technical Proficiency:

- Ability to perform multiple tasks simultaneously, including listening, speaking, typing, and navigating multiple systems.
- Ability to quickly and accurately enter information, including numerical data, into the Computer-Aided-Dispatch (CAD) system in standard English, in a readable format.
- Knowledge of Microsoft Windows and general computer program operations.
- Ability to read maps rapidly and accurately.
- Knowledge of City boundaries and boundaries of suburban communities; major buildings, landmarks, and major streets in the City of Milwaukee.

Memory, Learning & Performance:

- Ability to memorize codes, names, street locations, landmarks, and other information.
- Ability to learn new procedures and apply them effectively.
- Ability to maintain accuracy and attention to detail while meeting established performance standards.

Professionalism & Work Environment

- Ability to manage stress and maintain composure during emergency situations, including life-and-death calls.
- Ability to maintain composure during emergencies and when interacting with challenging customers.
- Ability to work cooperatively in a team environment and accept coaching and feedback.
- Ability to work in a seated position for extended periods.

Training Competencies:

- Requires creativity and alternative thinking to adapt and differentiate training style following approved curriculum.
- Possesses excellent communication skills both verbally and in written form.
- Understands the principles of supervision, training, coaching, evaluation, and appropriate conflict resolution techniques and be able to apply such principles.

CURRENT SALARY

Annual Salary Base Rates *(does not include overtime)*

	Non-Resident	Resident
Emergency Communication Officer I (PR 5IN)	\$58,014	\$60,334

The City of Milwaukee offers a comprehensive benefits program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health, Vision, and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Reimbursement Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

SELECTION PROCESS

THE SELECTION PROCESS will be job related and may consist of the following: typing test, computer-based job simulation exercise, job performance test, structured oral interview, criminal background check (including fingerprinting), personality-fit assessment, medical, psychological, and drug screening. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of each required exam.

If you will be unavailable for one or more portions of the examination due to military service or training, you must provide an email notification to the Human Resources Representative, Cyrille Buisson at cyrbui@milwaukee.gov or a written notification to the Fire and Police Commission, City Hall Room 705 prior to the examination.

ELIGIBLE LIST: Candidates who successfully pass the examination process will be placed on an eligible list, with ranking based upon the test scores plus any applicable preference points (see below). The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless rescinded or extended by the Fire and Police Commission.

PREFERENCE POINTS: Preference points may be added to the final passing score in accordance with State Statutes and Fire and Police Commission Rules. All preference point documentation must be submitted by the application deadline. Documentation can be attached to the application or submitted via email to fpcjobs@milwaukee.gov by the application deadline of **April 10, 2026**. When submitting

preference point documentation via email the subject line MUST read “**Emergency Communications Officer Preference Points**”.

- Qualified veterans will receive military preference points added to the final passing score; a DD-214 or current/active military orders are required as proof of service.
- Preference points may be added to the final passing score, if you are a bona fide resident of the City of Milwaukee when you apply; proof of residency two documents showing current address, and one dated within the application period must be provided.
- Graduates of APCO Registered Public-Safety Leader, Certified Public Safety Executive (CPE), NENA Emergency Number Professional (ENP) or equivalent, and EMD certification programs or other advanced public safety certifications or degrees.

APPOINTMENTS: Final appointment (hire) as an Emergency Communications Officer is contingent upon passing all pre-employment components, the number of vacancies, and approval by the Fire and Police Commission.

Individuals offered employment must pass a pre-employment criminal background check (including fingerprinting), medical examination, psychological evaluation, and drug test as a condition of employment.

ADDITIONAL INFORMATION

APPLICATIONS will be accepted through **April 10, 2026**. Application materials can be accessed at www.jobaps.com/MIL. Additional information about the application process can be obtained by emailing fpcjobs@milwaukee.gov or by calling 414.286.5000. Applications will not be accepted after the deadline, unless extended.

Tentative Timeline*

Application period	March 6th – April 10th, 2026
Typing Test	April 2026
Criticall Test	May 2026
Structured Interview/Performance Exam	May/June 2026
Background Checks	June 2026
Pre-employment screenings	June/July 2026
Start Date (hire)	September 2026

*Timeline is subject to change. Eligible candidates will receive email communications from the FPC with updates and required testing components. Once a candidate is disqualified, they will cease to receive communication regarding future events.