



May 9, 2019

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

Alfonso Morales
Chief of Police

(414) 933-4444

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

RE: REQUEST FOR COMMUNICATIONS FACILITIES COORDINATOR EXAMINATION/ELIGIBILITY LIST

Dear Commissioners:

I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct a recruitment, administer an examination, and provide an eligibility list for the position of Communications Facilities Coordinator as soon as administratively possible. The Communications Facilities Coordinator performs all activity related to the MPD telecommunications system including the 911 Public Safety Answering Point. The administration and maintenance of the Sentinel 911 system, the Aurora MIS, the Avaya phone system with associated CMS and AES servers, and the NICE Inform recording system. The primary responsibilities are to ensure continuity of operations for these systems, facilitate moves and changes, provide training and support to end users, and to monitor and track system and call taker performance.

Attached please find a job description for the position. Department representatives are available to assist DER staff in this matter. If you have questions regarding this matter, please contact Human Resources Analyst-Senior Cathy Walker-Harris at (414) 935-7683.

Sincerely,

ALFONSO MORALES
CHIEF OF POLICE

AM;cwh
Attachment

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____

City Service _____

Commission: _____

Fire & Police _____

Commission: _____

Finance _____

Committee: _____

Common _____

Council: _____

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

1. Date Prepared/ Revised: 4/24/2017		2. Present Incumbent: Vacant (2 positions)		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent: Catherine Portz			
5. Department: POLICE DEPARTMENT			Bureau:		Unit:
			Division: Tech Comm. Div		Section:
6. Work Location: 2333 N. 49 th St. Milwaukee, WI 53208			Telephone:		Work Schedule: Full-time
			Email:		Hours: 40 Days: varies
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: Management, General City If in District Council 48, which local?			8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Communications Facilities Coordinator				Pay Range PR 3SN
	Underfill Title (if applicable):				Job Code 1893
	Requested Title (if applicable):				EEO Code 204
Recommended Title (DER Use Only):				Approved by: _____	
				Date: _____	

11. BASIC FUNCTION OF POSITION:

The Communications Facility Coordinator performs all activity related to the MPD telecommunications system including the 911 Public Safety Answering Point. This includes but is not limited to the administration and maintenance of the Sentinel 911 system, the Aurora MIS, the Avaya phone system with associated CMS and AES servers, and the NICE Inform recording system. The primary responsibilities are to ensure continuity of operations for these systems, facilitate moves and changes, provide training and support to end users, and to monitor and track system and calltaker performance.

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. Process Ani-Ali Discrepancy reports; monitor 911 systems for problems, respond to telecommunicators' inquiries, follow-up and trouble-shoot reported problems, call in work-orders and follow-up with technician repairing equipment. In a timely manner, arrange for all telephone moves and configuration changes, including the addition and deletion of phones. Ensure the completion of any modifications referred to another agency or vendor. Verify proper and expected functionality for all work.
	<ul style="list-style-type: none"> Install and program IP phones in call-center. Program new employees in the following systems: Avaya, NICE, and CenterVu. Manage NICE Inform system – maintenance, programming changes, and train end users. Manage City Watch Notification System – programming, maintenance, and making changes, train end users. Manage and maintain the Avaya AES. Act as liaison between CAD and Radio Shop personnel and assist in troubleshooting.
	<ul style="list-style-type: none"> Maintain the function of the CenterVu CMS system; create reports for monitoring call-center functions. Make recommendations for and implement changes to call distribution via Avaya ACD configuration. Audit and authorize payment of telephone vendor's billings. Procure cellular telephones and pagers for Department use, maintain inventory records, review usage by personnel, and review billings to determine best pricing and provide budget recommendations.

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
	<ul style="list-style-type: none"> Procure fax machines for Department use, arrange for installation and maintenance, maintain inventory records, provide recommendations for upgrading and provide budget recommendations.
	<ul style="list-style-type: none"> Maintain, troubleshoot, and implement programming changes to the Sentinel 911 system. The 2nd bullet point's reference to Rolm CBX and Isotech equipment should be replaced with Avaya PBX. Coordinate with telephone providers/vendors for the lease of network facilities and any service required; oversee maintenance contracts on Rolm CBX equipment, the Isotech equipment and all peripheral telephone equipment. After review of new technology and completion of a Department needs assessment, recommend and upon approval, install/implement new telephone products and systems, submit budget and efficiency recommendations. Provide training for new and existing department personnel on the use of telephones including instrument operation, calling & repair procedures, etc. Re-train shifts on the telephone systems.
	<ul style="list-style-type: none"> Assist in new technology, making recommendations, install and implement. Test 911 Call Center Equipment and procedures, drill contingency plan procedures; keypads, keyboards, monitors, mouse towers; and keeping inventory records and replacement of equipment. Develop and maintain contingency plan for 911 outages; test and drill department personnel on contingency plan procedures. Maintain inventory and replacement cycle for computers, monitors, and related peripheral equipment. Create and analyze and/or make effective recommendations regarding call traffic for the purpose of deleting or adding trunk lines and all ACD (Automatic Call Distribution) reports. Other duties as assigned.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	<ul style="list-style-type: none"> Stay current on new technology; E911; TDD/TTY; Next Gen 911, and make recommendations. With the appropriate telephone vendor (s), coordinate the maintenance of the City's 911 system Master Street Address Guide (MSAG)
	<ul style="list-style-type: none">

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Telecommunications Supervisor of the Technical Communications Division.

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

General supervision is received from the Telecommunications Supervisor and Captain of Police of the Communications Division in terms of project assignment and performance evaluation. Administrative direction may be given by the Communications' Lieutenant of Police. The specialized nature of this position is such that it must function with a fair degree of individual initiative and independence.

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.)

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- i. Education and Experience:
 - Associate's Degree in Computer Science, Information Systems Technology, or closely related field.
 - At least four (4) years of systems networking experience or public safety call center experience.
 - Must be able to perform duties in a timely and efficient manner; including administrator training and and/or on the Rolm CBX 9000, 8000, 9751, & voice mail systems.
 - Shall be fully versed and able to perform moves and changes in a timely and efficient manner on these systems; including transmission, switch and premises equipment systems.
 - High level of computer skills and working with various applications a must. End user experience on the Sentinel 911 application is desirable. Avaya telephony experience is desirable. NENO, APCO memberships are desirable.
 - Basic networking experience, routers, switches, UPS switches, etc. is desirable.
- ii. Knowledge, Skills and Abilities:
 - Ability to perform the duties and responsibilities listed above in a prompt and efficient manner is critical to the operation of the Department's E-911 PSAP equipment. Telephone and other communications systems as these systems directly affect delivery of police service to the public.
 - The Communications Facilities Coordinator is a sole position of its kind within the Department and as such, requires an individual with ability to work well under pressure, meet multiple deadlines and handle a variety of tasks simultaneously.
- iii. Certifications, Licenses, Registrations:
Driver's license required.
- iv. Other Requirements:
Work hours may vary, will be required to be on-call.

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 checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" 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.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" 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

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	extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" 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 checked="" 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 checked="" 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:** 0%

CHECK ALL THAT APPLY:

<input checked="" 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.)
<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

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<input type="checkbox"/>	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 checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools (<i>please list</i>):	
<input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" 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.)

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

Signature of Department Head or Designated Representative

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