

# Emergency Communications Supervisor

## Recruitment #2302-4979-001

<b>List Type</b>	Transfer/Promotional
<b>Requesting Department</b>	Department of Emergency Communications
<b>Open Date</b>	2/17/2023 8:00:00 AM
<b>Filing Deadline</b>	3/10/2023 4:45:00 PM
<b>HR Analyst</b>	Molly Kuether-Steele

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### INTRODUCTION

**\*\*THIS POSITION IS OPEN TO CURRENT MPD, MFD, AND DEC EMPLOYEES ONLY\*\*.**

### PURPOSE

Under the Emergency Communications Manager, Emergency Communication Supervisor (ECS) is a leadership position that oversees assigned ECC shift operations, supervises all assigned personnel, scheduling, policy and procedures, communications operations, and supporting systems and software i.e., CAD, Radio, Telephony, Call Recording and Playback software, Quality Assurance, Emergency Management Systems, etc.

The ECS supervises assigned personnel resources including monitoring and directing dispatch of Police/Fire/EMS field personnel, city personnel and outside agencies; Receives and reviews concerns, problems and complaints from citizens and other emergency services personnel regarding specific incidents and/or personnel and forwarding to upper management; logging and reporting equipment malfunctions; compiling statistics; interprets agency policies and procedures to employees, other agencies and the public.

### ESSENTIAL FUNCTIONS

#### Shift Supervision and Scheduling:

- Oversees the day-to-day designated shift operation, activities, and personnel to ensure compliance of established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained; creates documentation and coordinates communication of relevant information to shift staff.
- Direct responsibility for all activity occurring during ECC shift operations, including ensuring appropriate response for various emergency situations and reviewing responses for proper handling – including both non-emergency, emergency, incoming, and outgoing calls.
- Responsible for the effective supervision and determination of staff work assignments.
- Manage shift employee time off, schedule adjustment, and verification of time entry into City payroll system.
- Assists dispatchers with difficult and complex calls and dispatches. Resolves complaints made regarding call performance.
- Monitors all shift radio transmissions, call data, and pending calls and adjusts staffing and support accordingly.
- Provides direct call and dispatch service as a backup to the frontline.

## **Leadership and Knowledge**

- Knowledge of Public Safety and Emergency Communications Center operations, including ECC procedures, MFD and MPD procedures, response procedures, state and national standards, and technical knowledge of 9-1-1, dispatch, and CAD related equipment, standards and software.
- Demonstrated effective leadership techniques, coordination of people and resources, and strategic planning.
- Knowledge of workforce behavior, performance, capabilities, personalities, learning techniques, motivation and assessment.
- Personal skills and characteristics meeting the demand of the position: active listening, monitoring, information organization, critical thinking, problem solving, decision making, oral expression and comprehension, deductive reasoning, integrity, self-control, stress tolerance and dependability.

## **Technical Operations:**

- Ensures equipment (9-1-1 phones, CAD system, radio system, and all supporting software or additional equipment) utilized is in working order day to day and reports issues, seeks repairs, and makes referrals for service.
- Provides support in providing records, data gathering and information as requested by management or outside groups when appropriate.
- Assist technical support with troubleshooting and documenting all related information including identifying the issue, notifications, response, and solutions.
- Understanding of and ability to implement workarounds in scenarios where existing utilized technology is temporarily unavailable.
- Knowledge of CAD and system capabilities related to the ECC; radio systems, knowledge of backup plan procedures, and ability to multi-task in various forms of technological interfaces.
- Manages and facilitates 9-1-1 notifications to specific or general county populace.
- Verifies call information including incident type, incident address and location, dispatch information surrounding time, units dispatched and emergency medical/fire pre and post-dispatch instruction and response time as needed.
- Provides all City, County, State, Federal, and other outside entities with incident information, data, public records request information, redacted or unredacted copies of requested 9-1-1 calls and radio transmissions when requests come from appropriate sources.

## **Training, Recruitment and Retention:**

- Oversee shift staff development, training, and performance review.
- Manage training schedule and training personnel to ensure coverage and minimum staffing levels for each shift and each impacted shift.
- Supervision of attendance, punctuality, disciplinary, and other personnel actions related to employees supervised.
- Advises and confers with staff to problem solve and provides directives for staff to meet operational standards.
- Participates in and maintains required level of working knowledge and understanding of operational requirements, including keeping up with technological changes, policy changes, and operational adjustments.
- Maintains knowledge of incident types, radio training, CAD training, certification, Unified Call Center training, suicidal/hostage call taking, Emergency Communication customer service, and all applicable training.

## **Quality Assurance:**

- Conducts routine reviews of calls and dispatches.
  - Ensures staff meets minimum qualification requirements for the position and provide support and guidance to employees.
  - Oversee and understand customer service needs, including accurate and quick response time.
  - Communicate with other PSAP agencies to maintain an open exchange of information. Work with other law enforcement agencies to ensure reliable transfer of emergency calls and information.
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- Ensure personnel are performing their duties in accordance with the department's rules, regulations, standard operating procedures, standard operating guidelines and code of conduct.

- Employees at all levels are expected to work effectively to meet the needs of the Department and City of Milwaukee through high level ethical work, treating other staff members, members of the public, and other individuals with respect, and working towards the mission of the Department of Emergency Communications
- In a cooperative spirit, contributes to the efficiency and effectiveness of the unit to its customers by offering suggestions and directing or participating as an active member.
- Perform other related duties as necessary and/or assigned.

*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.*

## **MINIMUM REQUIREMENTS**

Regularly appointed employee who has successfully passed a probationary period

Applicants must have a minimum of two years' experience within Police or Fire emergency communications with, or a role at a similarly-sized urban Public Safety Answering Point (PSAP).

Some college in business management, public administration, or a closely related field and/or APCO Registered Public Safety Leader (RPL) or Public Safety Executive (CPE) is highly desirable as well as two years in a supervisory role as a lead or trainer or equivalent.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

## **CONDITIONS OF EMPLOYMENT**

Required to obtain and maintain CJIS Clearance.

All employees must attend City Required Trainings. DEC Specific trainings per position may be required.

Attainment of the following certifications within 18 months of appointment and active throughout employment:

Priority Dispatch Systems™ EMD Certification

CPR certification

Courses and/or certificates by an accredited or recognized public safety training academy related to the following:

Communications Training Officer

Public Safety Telecommunicator

Communications Center Supervisor

FEMA IS5A, IS-100, IS-144, IS-200B, IS-700 IS-300 IS-400, IS-800

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

Considerable knowledge of Emergency Communications Operations, Systems, Staffing, and Training; City Codes and State Statutes, regulations and procedures and state and local laws regulating public safety and assistance; management practices and budgeting methodology.

Extensive knowledge of the emergency communications systems including 9-1-1 phones, computer-aided dispatch system, and 800mhz trunked radio system.

Ability to manage and lead people and operations effectively, ethically, and in accordance to City and DEC standards of excellence.

Ability to organize and present complex reports and position statements regarding division programs and services; establish and maintain effective working relationships with public officials and executive level leadership; communicate effectively both orally and in writing.

Ability to use Microsoft Office: Word, Excel, Access, PowerPoint. Ability to use small office equipment, including copy machines or multi-line telephone systems.

Knowledge of management principles related to strategic planning, resource allocation, human resources modeling, leadership and coordination of people and resources.

Skill in judgment and decision making in order to make decisive and immediate direction to personnel handling public safety incidents, including incoming 9-1-1 calls or emergency radio transmissions.

Ability to advise and counsel staff, and employees on emergency communications operations, administrative duties and other related issues involving DEC operations.

Skill in identifying complex problems and reviewing related information in order to develop and evaluate options and implement solutions.

Ability to discuss sensitive or confidential topics with subordinates, superiors and business partners.

Skill in motivating and developing team members and in identifying the best use of departmental resources.

Ability to negotiate with different groups concerning organizational topics.

Active listening, oral expression, and comprehension skills.

Data monitoring and information organization skills.

Critical thinking, problem solving, decision making, and deductive reasoning skills.

Personal integrity, self-control, stress tolerance and dependability in various situation.

Skill in managing timeframes and schedules to meet competing deadlines.

Ability to track, analyze, interpret and communicate data relevant to operations of the DEC.

Professionalism, initiation, honesty, integrity, and the ability to maintain confidentiality

Required to obtain and maintain CJIS Clearance

Ability to travel to other City destinations for training, City business when required.

All employees must attend City Required Trainings. DEC Specific trainings per position may be required.

Understanding of record and information maintenance in the Emergency Communications center, records request procedures, and handling of CJIS or other critical information sharing.

## **CURRENT SALARY**

The current starting salary rate (PR 1GX) is **\$89,671.14** annually, resident salary is 3% higher

## **SELECTION PROCESS**

THE SELECTION PROCESS will be job related and will consist of the following: Training and experience review, job performance test, and oral interview. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of each required exam.

*Unless required by law, the Fire and Police Commission will not provide alternative test administrations. Applicants are responsible for attending all phases of the job selection process at the time and place designated by the Fire and Police Commission. Any applicant who will be unavailable*

for one or more portions of this selection process due to military service or training and wishes to request an accommodation must submit such a request in writing to Fire and Police Commission Staffing Services Manager Molly Kuether-Steele at [mokueth@milwaukee.gov](mailto:mokueth@milwaukee.gov) no later than Friday, March 10, 2023.

**ELIGIBLE LIST and APPOINTMENTS:** Candidates who successfully qualify on all parts of the examination are placed on an eligible list in order of final score. Promotion is contingent upon passing a drug screen. The eligible list resulting from this examination will remain in effect for two years unless rescinded or extended by the Fire and Police Commission.

<b>Application period</b>	<b>February 17, 2023 – 8:00 am March 10, 2023 - 4:45 pm</b>
<b>Job Performance Test</b>	<b>March 2023</b>
<b>Oral Interview</b>	<b>April 2023</b>
<b>Eligible List to FPC</b>	<b>April 2023</b>
<b>Promotional Start Date (hire)</b>	<b>April 2023</b>

\*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.

## ADDITIONAL INFORMATION

### APPLICATION

The online application is available at <http://city.milwaukee.gov/fpc/Jobs>. Candidates are responsible for ensuring that applications are submitted on line by the deadline of **Friday, March 10, 2023**. The FPC is not responsible for applications not received. Please note that all correspondence regarding the selection process will be sent via email. Qualified applicants will be notified of the date, time and place of the examination components. The examination process will consist of two components: a written multiple choice test and an assessment center.

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