



911 TELECOMMUNICATOR

Recruitment #2211-2385-001

List Type Original

Requesting Department DEPARTMENT OF EMERGENCY COMMUNICATIONS

Open Date 11/18/2022 08:00:00 AM

Filing Deadline 12/16/2022 4:45:00 PM

HR Analyst Lynnette Crump

INTRODUCTION

9-1-1 Telecommunicator will be open for applications in 2022 **for anticipated hire date May 2023**

*Only applicants who meet the minimum requirements will be invited to participate in the selection process.

NEW INCREASED SALARY RATE starting salary rate (PR 5IN) is **\$57,433 annually (resident), and \$55,760 annually (non-resident)**. (see below under salary)

PURPOSE

The City of Milwaukee is seeking applicants to answer the Police and Fire Departments non-emergency ; emergency 911 telephone lines. A competitive applicant would possess strong multi-tasking skills, good judgement, ability to make decisions quickly, and provide 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

- Receive, prioritize, process emergency and non-emergency calls for service received through the enhanced 9-1-1 system and other means for assistance from the public and protective service (Police and Fire) personnel.
- Enter and update information as received, entering it into the Computer Aided Dispatch System (CAD).
- Work collaboratively with co-workers, field responders, supervisors, etc., to manage the response for service or emergency situations.
- Operate, enter and retrieve information using the CAD and other interfaced systems in support of incident response and public assistance
- Respond promptly and effectively to requests received by radio from protective service personnel and/or supervisors for personnel, equipment or other stated needs.
- Monitor the status of units, provide incident information, respond to requests and take appropriate action.
- Interrogate callers to determine incident type, response priority and whether to dispatch police and/or fire personnel needed or if alternative response is appropriate.
- Provide police, fire or medical instruction based on the incident type.

- Perform 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, Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Technical Communications and Department of Emergency Communications maintain operations 24/7 365-days a week.
- Work all shifts as assigned, including night shift (3:30 PM-7:30 AM).
- Important – Trainees may be assigned different shifts weekly during training to include all shift schedules. Current shift structures include 07:30 -15:30; 15:30 – 23:30; 23:30 – 07:30 or some variation of 8-hour shifts.
- Work most weekends, holidays, rotating days off and overtime when required.

MINIMUM REQUIREMENTS

1. High School Diploma or Wisconsin GED or a GED from a different state that meets Wisconsin GED standards. A Home Education Diploma will be accepted provided the applicant can provide copies of form PI-1206 filed with the Department of Public Instruction for applicants who have completed a home school program in Wisconsin, or documentation that the education program has met the requirements of the Department of Education from the state where the home school program was completed.
2. At least 18 years old at time of application.
3. Must be able to type 30 words per minute.
4. May NOT have any Felony convictions.
5. May NOT have any Misdemeanor arrests within the last 5 years.
6. Be legally authorized to work for any employer within the United States.
7. Must successfully pass a Background Investigation.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of Microsoft Windows, including "short keys" allowing for rapid navigation within programs.
- Knowledge of Computer program operations.
- Knowledge of City boundaries and boundaries of suburban communities; major buildings, landmarks, and major streets in the City of Milwaukee.
- Ability to perform several tasks simultaneously, especially listening, talking and typing.
- Ability to actively listen to callers, establishing 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 quickly identify the most important information provided by callers or field responders.
- Ability to quickly and accurately enter information, including numerical data, into the C.A.D. system in standard English, in a readable format.
- Ability to maintain composure during emergencies and when interacting with challenging customers.
- Ability to memorize codes, names, street locations, landmarks, and other information.
- Ability to learn new procedures.
- Ability to use standard English and rules regarding English grammar, punctuation, and spelling.
- Ability to speak and understand English clearly over communications equipment.
- Ability to read maps rapidly and accurately. Ability to work in a seated position for long periods of time.

CURRENT SALARY

The current starting salary rate (PR 5IN) is **\$57,433** annually (resident), and **\$55,760** annually (non-resident).

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

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 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 will consist of the following: computer-based job simulation exercise, job performance test, typing test, oral interview, criminal background clearance, medical and drug screening and personality-fit assessment. 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 email notification to fpcjobs@milwaukee.gov or written notification to the Fire and Police Commission, City Hall Room 705 prior to the examination.*

ELIGIBLE LIST: This will be a regular recruitment with the position being posted and accepting new applicants in 2022. 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).

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 **December 16, 2022**. When submitting preference point documentation via email the subject line MUST read "**911 Telecommunicator Preference Points**".

- Qualified veterans will receive military preference points added to the final passing score; a DD-214 is 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 must be provided.

APPOINTMENTS: Final appointment as a 9-1-1 Operator 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, medical examination, psychological evaluation, and drug test as a condition of employment.

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. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Fire and Police Commission Rules. 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. Appointments are contingent upon the number of vacancies and passing a background investigation and medical examination, including a drug screen test.

ADDITIONAL INFORMATION

APPLICATIONS will be accepted through **Friday, December 16, 2022**. Application materials can be accessed at www.jobaps.com/MIL. Additional information about the application process can be obtained emailing fpcjobs@milwaukee.gov or in person at City of Milwaukee Department of Employee Relations, Room 705, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, or by calling 414.286.5000. Applications will not be accepted after the deadline, unless extended.

ADDITIONAL INFORMATION

SELECTION PLAN

Tentative Timeline*

Application period	November 18, 2022 – 8:00 am December 16, 2022 - 4:45 pm
Critical testing invitation sent	December 2022
Critical Test	January 2023
Oral Board	February 2023
Background Checks	March 2023
Pre-employment screening	March 2023
911 Telecommunicator Start Date (hire)	May 2023

*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.

Click on a link below to apply for this position:

<p>Fill out the Supplemental Questionnaire and Application NOW using the Internet.</p>	<p>Apply Online </p>
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