

Emergency Communications Manager

Recruitment #2302-4975-001

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

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INTRODUCTION

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

PURPOSE

Under the direction of the Director of the Department of Emergency Communications, the Emergency Communications Manager is responsible for the day-to-day management and strategic direction of the Department of Emergency Communications operations which includes floor operations, supporting technology and systems, staffing, training, and other administrative duties thus playing a mission-critical role in supporting overall public safety and operational deployments of first responders.

ESSENTIAL FUNCTIONS

- 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.

Administration / Operations:

- Plan, prioritize, assign, review, coordinate, and manage through shift supervisors the day-to-day operations of the division, including improving service delivery methods and procedures related to the allocation of resources.
- Interpret and apply departmental standards, policies, and procedures, along with pertinent federal, state, and local laws, codes, and regulations.
- Assisting with the preparation of the division's budget, interagency grants, and requisition of supplies and materials.
- Strategic Planning, Development and improvement of operational ECC standards, policies, and procedures, and monitor compliance.
- Testify when necessary in court depositions related to the Standard Operating Instructions and Standard Operating Procedures, and present information before public safety or Common Council Committee meetings upon request.

Technical Operations:

- Oversee and monitor the maintenance and performance of technology systems, including computer-aided dispatch (CAD), automated telephone, radio, recording and other related interfaced systems.
- Work with City departments, vendors, contractors, and consultants regarding the maintenance and repair of equipment.
- Ensure the recording of phone and radio traffic within the Communications Division as well as the retention of records as required by policy.

Recruitment, Development and Retention:

- Participate in the selection, training, and development of the Communications Division's personnel.
- Participate in professional development activities to stay apprised of industry trends.
- Ensure training of new personnel and continuing education of all personnel is effective and meets the standards and policies that are set internally and externally with all stakeholders.
- Perform employee relations, including dealing with staffing, scheduling, discipline and other personnel tasks.
- Ensure training programs are enforced through active monitoring and oversight including, personnel performance, ensure training criteria, requirements, standards and resources are current.

Quality Assurance:

- Work cooperatively with department members, other City departments, government officials, and members of the community; resolve problems; investigate and respond to citizen complaints and inquiries; conduct highly complex or sensitive investigations; and respond to inquiries from City representatives and the general public.
- Ensure minimum daily operational staffing requirements for call volume, strategic objectives, other predetermined factors are analyzed and adjusted as needed.
- Ensure Quality Assurance programs are enforced through active monitoring and oversight including, personnel performance, call activity, review of incidents and complaints, and identification and resolution of staff performance issues in adherence with operating procedures and goals.

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
- **Four** years experience within Police or Fire emergency communications with **two** years in a supervisory role as a lead or trainer or equivalent, or an equivalent supervisory role at a similarly-sized urban Public Safety Answering Point (PSAP) or high-volume call center.

DESIRABLE QUALIFICATIONS

- A bachelor's degree in criminal justice, 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.

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 Center Manager
- FEMA IS5A, IS-100, IS-144, IS-200B, IS-700, IS-300, IS-400, IS 800
- Risk Management

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, recording, and 800mhz trunked radio system.
- Knowledge of or ability to learn both Police and Fire emergency communications including Universal Call Taker and radio communications.
- Ability to manage and lead operations effectively, ethically, and in accordance to DEC and Public Safety standards of excellence.
- Ability to organize and present complex reports and justifications 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.
- Knowledge of management principles related to strategic planning, resource allocation, human resources modeling, leadership and coordination of people and resources.
- Proven track record of judgment and decision-making skill in order to provide decisive and immediate direction to personnel handling public safety incidents, including incoming 9-1-1 calls or emergency radio transmissions.
- Ability to provide advice 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.
- Proven track record in motivating and developing team members and in identifying the best use of departmental resources.
- Ability to negotiate with different groups concerning organizational topics.
- Skill in managing timeframes and schedules to meet competing deadlines.
- Ability to track, analyze, interpret and communicate data relevant to operations of the DEC.
- Ability to display professionalism, initiation, honesty, integrity, and the ability to maintain confidentiality.
- Ability to use Microsoft Office: Word, Excel, Access, PowerPoint. Ability to use small office equipment, including copy machines or multi-line telephone systems.

CURRENT SALARY

The current starting salary rate (PR 1IX) is **\$95,162.60** annually, resident salary rate is 3% higher

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of the following: Training and experience evaluation, 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 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.

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

ADDITIONAL INFORMATION

APPLICATION

The online application is available at <http://city.milwaukee.gov/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 the following components:

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 Human Resources Representative Molly Kuether-Steele at mokueth@milwaukee.gov no later than Friday, March 10, 2023.