



Department of Employee Relations

Cavalier Johnson
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

REVISED 2/14/22

Job Evaluation Report

Fire and Police Commission Meeting: February 17, 2022

Department of Emergency Communication

Current	Recommendation
Emergency Communications Director PR 1NX (\$105,918 - \$148,289) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Director PR 1NX (\$105,918 - \$148,289) FN: Recruitment is at \$116,511 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)
Emergency Communications Deputy Director PR 1LX (\$93,232 - \$130,521) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Deputy Director PR 1LX (\$93,232 - \$130,521) FN: Recruitment is at \$102,554 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)
Public Safety Project Manager PR 1IX (\$76,988 - \$107,782) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Project Manager PR 1IX (\$76,988 - \$107,782) FN: Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (Two Positions)	Emergency Communications Systems Administrator PR 2LX (\$72,244 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (Two Positions)
New Position (One Position)	Emergency Communications Finance Manager PR 1HX (\$72,243.60 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (One Position)

New Position (One Position)	Emergency Communications Human Resources Administrator PR 1HX (\$72,244 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Business Intelligence Analyst PR 2IX (\$59,632 - \$83,481) FN: Recruitment is at \$65,594 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Administrative Support Specialist PR 2DN (\$43,350 - \$60,688) FN: Recruitment is at \$52,854 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Administrative Assistant IV PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Financial Services Assistant PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Human Resources Assistant PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (Nine Positions)	Emergency Communications Manager PR 1IX (\$76,988 - \$107,782) FN: Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER (Nine Positions)
New Position (One Position)	Emergency Communications Supervisor - Quality Assurance PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (One Position)

New Position (One Position)	Emergency Communications Supervisor - Training PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (12 Positions)	Emergency Communications Supervisor PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (12 Positions)
New Positions (3 Positions)	Emergency Communications Officer IV - Quality Assurance PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (3 Positions)	Emergency Communications Officer IV - Training PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (3 Positions)	Emergency Communications Officer IV (Lead) PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (TBD)	Emergency Communications Officer III (Dispatcher/Call Taker) PR 5LN (\$64,125 - \$78,865) FN: Appointment may be at any rate in the pay range with the approval of DER (TBD)
New Title (New Underfill Title)	Emergency Communications Officer II (Call Taker) PR 5KN (\$55,761 - \$68,579) FN: Appointment may be at any rate in the pay range with the approval of DER (Underfill Title)
New Positions (TBD)	Emergency Communications Officer I (Administrative Call Taker) PR 5GN (\$42,442 - \$50,945) FN: Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER (TBD)
New Position (One Position)	Emergency Communications Administrative Assistant III PR 5FN (\$41,326 - \$49,213) FN: Recruitment is at \$43,390 and appointment may be at any rate in the pay range with the approval of DER (One Position)

Note: Residents receive a rate that is 3% higher.

Background

The Department of Employee Relations has worked collaboratively with the Milwaukee Police Department, the Milwaukee Fire Department, and other members of the Executive Steering Committee who are dedicated to reducing the high turnover rates and to improve recruitment efforts for City of Milwaukee 911 Dispatchers and 911 Telecommunicators.

- The MPD Technical Communications Division is the Public Service Answering Point (PSAP) for the Milwaukee Police Department. This Division is the first point of contact for all emergency and non-emergency calls in the City of Milwaukee that require a police or fire response and for dispatching Milwaukee Police Department personnel to calls for service. This Division currently has authority for 137 positions of 911 Dispatcher/911 Telecommunicator. At present the vacancy rate is 23% with 32 vacancies.
- The Fire Department Technical Services/Dispatch Division is the PSAP for the Milwaukee Fire Department. This Division is the secondary PSAP for all fire and medical calls for service in the City of Milwaukee. This Dispatch Section of this Division currently has authority for 24 positions of 911 Dispatcher/911 Telecommunicator. At present the vacancy rate is 50% with 12 vacancies.

A companion Job Evaluation Report for the Police and Fire departments PSAPs provides classification and pay recommendations in order to increase staffing levels and staff retention. These recommendations are based upon an analysis of both the cost of labor and the volume and complexity of work with other PSAP's in southeastern Wisconsin.

The Department of Emergency Communications will be the result of the consolidation of the Fire and Police PSAPs. The ongoing creation of the Department of Emergency Communication has been possible only as a result of the dedicated collaboration of staff from the Police and Fire Departments and the as well as support from numerous other City of Milwaukee departments.

This report recommends titles and rates of pay for classifications that will be a part of the newly created Department of Emergency Communication. This includes classification of dispatch and call taking positions as well as leadership, finance, human resource, business operation, and other administrative functions. These new DEC classifications will create promotional opportunities for employees in the current Fire and Police departments PSAPs, as well as for other general city employees. Positions in the Department of Emergency Communications are non-sworn.

Furthermore, this report recommends creating a new title structure for 911 Dispatchers/Telecommunicators:

Title	Duties
Emergency Communications Officer IV	Lead Worker
Emergency Communications Officer III	Dispatcher/Call Taker
Emergency Communications Officer II	Call Taker
Emergency Communications Officer I	Non-Emergency Call Taker

In addition to the current PSAP roles, this structure creates the classification of an Emergency Communications Officer I dedicated to non-emergency calls. Historically 911 Telecommunicators had responsibility for handling both incoming emergency 911 calls and non-emergency administrative calls. This structure lead to increased wait times for both emergency and non-emergency callers. The addition

of this role will reduce the workload of the Emergency Communications Officer II (emergency call taker) and increase the level of service for both emergency and non-emergency calls.

Recommendations

The recommendations below include brief descriptions of duties and responsibilities, recommendations on pay ranges and minimum recruitment rates, and recruitment flexibility. The recommended rates for 911 related positions are based upon an analysis of the cost of labor and the volume and complexity of work for similar positions in southeastern Wisconsin. This analysis and related recommendations are included in the companion job evaluation report for current Fire and Police department positions. The recommendations for the remaining positions in the DEC are based upon both a comparison to similar positions within City government as well as market competitive rates of pay in southeastern Wisconsin.

Emergency Communications Director (One Position)

PR 1NX (\$105,918 - \$148,289) Recruitment is at \$116,511 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

This report recommends the addition of a minimum recruitment rate of \$116,511 to assist in recruiting a highly qualified candidate for the position.

Emergency Communications Deputy Director (One Position)

PR 1LX (\$93,232 - \$130,521) Recruitment is at \$102,554 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

This report recommends the addition of a minimum recruitment rate of \$102,554 to assist in recruiting a highly qualified candidate for the position.

Emergency Communications Project Manager (One Position)

PR 1IX (\$76,988 - \$107,782) Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER.

This report recommends the addition of a minimum recruitment rate of \$93,297 to assist in recruiting and retaining a highly qualified candidate for the position.

Emergency Communications Systems Administrator (Two Positions)

PR 2LX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This report recommends the creation of two positions of Emergency Communications Systems Administrators within the Department of Emergency Communications (DEC). These System Administrators will be responsible for the OnCall system functionality, features, capabilities, and will manage the configuration utility to make changes in the system. These positions serve as liaisons to the Fire and Police Department on DEC operations, MPD and MFD operations, and the OnCall CAD/Mobile system. The Emergency Systems Administrators will be responsible for:

- Serving as a Liaison and point of contact for the both Police and Fire department operations, DOA-ITMD, external consultants and other Public Service Answering Points in other jurisdictions.
- Managing the OnCall CAD/Mobile system configuration, facilitating configuration session, DEC workflows and business processes, MPD and MFD workflows and business processes, CAD system parameters, managing and deploying CAD layouts, and Configuration documentation.

- OnCall system testing including developing and executing test plans
- OnCall system training including assisting with developing training curriculums
- OnCall system maintenance and support, including personnel changes and permissions, maintaining units, beats, events, response plans, etc., updating premise hazards/alerts, and providing interface support
- Configuring CAD enhancements and future workflows to include assessing monthly software releases for operational enhancements and educate stakeholders, configuration, and testing processes.
- Providing end user application troubleshooting and other mission critical tasks

The two previously created positions of Public Safety Systems Administrator, located within DOA-ITMD, will continue to provide IT/infrastructure/software related tasks in support of the OnCall CAD/Mobile system in the DEC.

Comparable classifications in the recommended pay rates include Systems Analyst-Project Leader and Public Safety Systems Administrator in DOA-ITMD and FMIS Project Manager in the Comptroller's Office.

Emergency Communications Finance Manager (One Position)

PR 1HX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for administering the DEC budget, including analyzing the budget, developing budget strategy, conducting research, and developing and implementing cost control functions, as well as administering all financial aspects of the department. This will include oversight of purchasing, accounts payable, accounts receivable/invoices, and inventory controls. The position will also monitor departmental expenditures and revenues for all operational, capital, and grant budgets.

Comparable classifications in the recommended pay rates include Budget and Fiscal Policy Analyst IV in DOA-Budget, Port Finance and Administration Officer, Health Budget and Administration Manager and Police Budget and Administration Manager.

Emergency Communications Human Resources Administrator (One Position)

PR 1HX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for providing leadership in the development and delivery of comprehensive human resources programs and processes such as talent acquisition, performance management, employee relations, talent retention, professional development, coaching, and organizational design initiatives. The position requires strong analytical skills, problem solving, and business acumen matched with a high degree of relationship building and organizational agility; a demonstrated ability to lead, direct, negotiate and influence with and without direct authority at all levels of an organization; the ability to navigate a complex, matrixed government environment and achieve results; and a strategic thinker who can see the big picture and interpret business strategy into actionable plans.

Comparable classifications in the recommended pay rates include Policy and Administration Manager in DOA-ITMD, Port Finance and Administration Manager, and Human Resources Administrator in the Police Department.

Emergency Communications Business Intelligence Analyst (One Position)

PR 2IX (\$59,632 - \$83,481) Recruitment is at \$65,594 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for improving the business and administrative processes of the DEC. This will require an understanding of new technologies and if those technologies might be applied to improve the department's business processes.

Comparable classifications in the recommended pay rates include Budget and Fiscal Policy Analyst I in DOA-Budget, Business Systems Coordinator in the Employees' Retirement Systems and City Treasurer's Office, and Financial Analyst in the Comptroller's Office.

Emergency Communications Administrative Support Specialist (One Position)

PR 2DN (\$43,350 - \$60,688) Recruitment is at \$52,854 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide high level administrative professional support to the DEC Director. This position will manage various administrative support functions, provide support to human resources and financial services functions, and assist with open records analysis, research and reporting; conduct confidential complex organizational support for the department's administrative services. This position will work collaboratively with all DEC administrative support positions.

Comparable positions with the classification of Administrative Support Specialist include positions in the Department of Public Works-Administration and the Fire and Police Commission.

Emergency Communications Administrative Assistant IV (One Position)

PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide high level administrative support and project management for the DEC Deputy Director. The positions will provide support to both human resources and financial services functions. This position will work collaboratively with all DEC administrative support positions.

Comparable positions with the classification of Administrative Assistant IV include positions in the Library, Department of Neighborhood Services, and the Employees' Retirement System.

Emergency Communications Financial Services Assistant (One Position)

PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will support the work of the DEC Finance Manager by performing a variety of accounting duties and paperwork necessary to the processing of financial information and works collaboratively with DEC Human Resources on payroll functions, and provides back-up support to DEC Human Resources. This position will work collaboratively with all DEC administrative support positions.

Comparable classifications with the recommended pay rates include Administrative Assistant IV, Revenue Collection Specialist in the City Treasurer's Office, and Program Assistant III classifications throughout City government.

Emergency Communications Human Resources Assistant (One Position)

PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will support the work of the DEC Human Resources Administrator in selection processes, probationary reports, job descriptions, performance management, disciplinary actions, and record-keeping, and will work collaboratively with DEC Financial Services on payroll functions and provides back-up support to DEC Financial Services. This position will work collaboratively with all DEC administrative support positions.

Comparable classifications with the recommended pay rates include Human Resources Assistant in DPW-Administration and DER, Program Assistant III and Administrative Assistant IV in various City department, and Benefits Services Specialist in DER.

Emergency Communications Manager (Nine Positions)

PR 1IX (\$76,988 - \$107,782) Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director and serve as the shift manager for DEC floor operations. Nine positions will be created to ensure that a shift manager is present at all times as this is a 365 day, 24-hour operation.

Emergency Communications Supervisor - Quality Assurance (One Position)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director and will be responsible for monitoring the quality of call taking and dispatching provided by Emergency Communications Officers at all levels. The position will direct the work of the Emergency Communication Officers IV-Quality Assurance on all shifts. This supervisor will work closely with the Emergency Communications Supervisor-Training. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Supervisor – Training (One Position)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director will be responsible for training new and current Emergency Communications Officers at all levels in call taking and dispatching. The position will direct the work of the Emergency Communication Officers IV-Training on all shifts. This supervisor will work closely with the Emergency Communications Supervisor-Quality Assurance. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Supervisor (12 Positions)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Manager and serve as the shift supervisor for DEC floor operations. Twelve positions will be created to ensure that two shift supervisors are present at

all times as this is a 365 day, 24-hour operation. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Officer IV - Quality Assurance (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor - Quality Assurance. These positions will be responsible for monitoring the quality of call taking and dispatching provided by Emergency Communications Officers at all levels on all shifts. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer IV-Training (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor-Training. These positions will be responsible for training new and current Emergency Communications Officers at all levels on all shifts to perform call taking and dispatching. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer IV (Lead) (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor. The position will assist the supervisor in overseeing and supporting the work of Emergency Communications Officers at all levels on all shifts in performing call taking and dispatching responsibilities. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer III (Dispatcher/ Call Taker) (TBD Positions)
PR 5LN (\$64,125 - \$78,865)
Appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor and will be performing dispatching duties as well as call taker duties for emergency calls.

Emergency Communications Officer II (Call Taker) (Underfill Title)
PR 5KN (\$55,761 - \$68,579)
Appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor and will be the call taker for emergency calls.

Emergency Communications Officer I (Administrative Call Taker) (TBD Positions)
PR 5GN (\$42,442 - \$50,945) Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communication Supervisor and will be the call taker for non-emergency calls.

Emergency Communications Administrative Assistant III (One Position)
PR 5FN (\$41,326 - \$49,213) Recruitment is at \$43,390 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide administrative support for the Emergency Communication Managers. This position will work collaboratively with all DEC administrative support positions.

Comparable classification with the recommended pay rates include, Customer Services Representative-Lead in the DPW-Water Works as well as Administrative Assistant III and Program Assistant II in various City departments.


Implementation

If approved, the recommendations of this report will have an effective date of Pay Period 5, 2022 (February 20, 2022). As employees transition into the new Department of Emergency Communication, their previous rate of pay, including footnoted rates as a result of ongoing assignments, will be considered the employee's base rate of pay. This does not apply in the case of intermittent on-the-job training assignments.

Action Required – Effective Pay Period 5, 2022 (February 20, 2022)

Prepared By: Arielle Ewing
Arielle Ewing, Human Resources Representative

Prepared by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Makda Fessahaye, Employee Relations Director