



POLICE DISPATCHER

CITY OF MILWAUKEE POLICE DEPARTMENT – ENTRANCE EXAMINATION

Police Dispatchers are civilian employees of the City of Milwaukee Police Department who are responsible for dispatching assignments to police units using a computer aided dispatch system, radio, and/or telephone. This position is both exciting and challenging, and has a direct impact on the quality of life for Milwaukee's citizens.

THE PURPOSE: Police Dispatchers provide for the operation of the Police Department's Computer Aided Dispatch System and Enhanced 9-1-1 system. Requests for service vary from life threatening emergency responses to fulfilling legal and administrative requirements for police involvement. These requests may emanate from the Police Telecommunicators or other authorized officials of the Department. Police Dispatchers also respond to requests for manpower or equipment from officers or supervisors in the field; and ascertain that such needs have been met.

ESSENTIAL FUNCTIONS:

- ❖ Determine the significance of requests for service and assign an appropriate level of police resources.
- ❖ Work collaboratively with district supervisors to monitor and control the response of police personnel to calls for police service or emergency situations.
- ❖ Operate, enter and retrieve information using the Computer Aided Dispatch system (C.A.D.S) and Department forms.
- ❖ Respond promptly and effectively to requests received by radio from officers and/or supervisors for personnel, equipment or other stated needs.
- ❖ Monitor the status of units, which are out of service and take appropriate action.
- ❖ Report noncompliance by police personnel with prescribed rules, operating procedures, or FCC regulations to supervisory officers.
- ❖ Receive and process emergency and non-emergency calls for service received through the enhanced 9-1-1 system and other means.
- ❖ Contact callers who may be receiving a delayed response to their service request, to determine whether to dispatch police personnel or whether an alternative response is appropriate.
- ❖ 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.

MINIMUM REQUIREMENTS:

- At least 18 years old at time of application.
- Six (6) months experience as a fire, police or ambulance dispatcher, or Protective Service Telecommunicator
OR
Two (2) years experience of complex customer contact or telephone work performing duties such as receiving and/or resolving complaints, problem-solving, or substantial responsibility for giving and receiving information while simultaneously entering data into a computer.
- Basic computer skills and the ability to type a minimum of 30 WPM.
- United States citizenship, or be legally authorized to work permanently for any employer within the United States.
- Residency in the City of Milwaukee must be established within six months of hire and maintained throughout employment.
- Must successfully pass a MPD Background Investigation.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Strong oral communication skills and telephone abilities, including the ability to speak clearly and intelligibly.
- Strong interpersonal skills and the ability to work in a diverse environment.
- Ability to read maps, and to gain a thorough knowledge of the City of Milwaukee geography and the geography of the metropolitan area.
- Accuracy in listening to and recording information.
- Ability to maintain composure and perform duties of intense stress and emergency.
- Ability to work in a seated position for at least 90 consecutive minutes.
- Ability to read and interpret Department policies and procedure manuals.
- Ability to make decisions consistent with established protocol.
- Ability to work independently, with minimal direct supervision.

THE CURRENT PAY RATE IS: \$35,491 to \$47,360 annually with excellent benefits

(continued)

WORKING CONDITIONS: The first several weeks are dedicated to a paid training program; with working hours during that period generally being Monday through Friday, 7:30 a.m. to 3:30 p.m. After successful completion of the training program, Police Dispatchers are assigned to the MPD Technical Communications Division; located in the Data Communications Building, 2333 N 49 St. The Technical Communications Division maintains operations on a 24/7 basis and the incumbent may be assigned to any shift. (Shift premium is paid in accordance with the labor agreement). Work assignments are on a rotating schedule; this means that some weekend and holiday work will be required, and overtime may be assigned as necessary to maintain operations.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: written job simulation exercise, job performance test, typing test, and/or oral interview. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of the examination.

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.

APPLICATIONS will be accepted through **April 5, 2013**. Applications and further information may be obtained from www.milwaukee.gov/jobs or in person or via mail from City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, or by calling 414.286.3751. Applications will not be accepted after the deadline, unless extended.

02/15/2013

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