

Department of Employee Relations

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: April 4, 2013

This report recommends appropriate classifications and compensation levels for twelve positions created in conjunction with the implementation of the 2013 City of Milwaukee budget. These twelve positions are all located in the Police Department and will be performing the same duties and responsibilities as existing classifications. Job descriptions were provided and discussions were held with Valarie Williams, Human Resources Administrator.

POLICE DEPARTMENT

Current	Request	Recommendation
New Position	Lead Police Telecommunicator PR 6HN (\$34,405 - \$37,897) ALEASP Rates	Lead Police Telecommunicator PR 6HN (\$34,405 - \$37,897) ALEASP Rates
New Positions (Eleven Positions)	Police Telecommunicator PR 6FN (\$31,915 - \$35,305) ALEASP Rates	Police Telecommunicator PR 6FN (\$31,915 - \$35,305) ALEASP Rates

Current:	New Position	
Request:	Lead Police Telecommunicator	PR 6HN
Recommendation:	Lead Police Telecommunicator	PR 6HN

The basic function of this new position is to receive and process incoming telephone calls for Police service; and, as a leadworker, assist in the supervision and training of new Police Telecommunicators. Duties and responsibilities include the following:

- 25% Promptly answer and process incoming emergency and non-emergency telephone calls from the public for police service.
- 20% Assist Police Telecommunicators with questions regarding procedures and call classification; and advise and counsel Police Telecommunicators on errors and corrections.
- 20% Perform administrative support functions for the Communications Division as needed including operating all equipment associated with the emergency communications systems; utilizing software office programs; distributing teletypes and faxes; preparing daily work assignment sheets; reviewing timecards; and assisting supervisors with confidential internal investigations through data retrieval and typing reports.
- 10% Retrieve and produce recordings of radio frequencies and/or telephone recordings as requested and log all activity; maintain file cabinets; and retrieve information from the Computer Aided Dispatch (CAD) system at the request of a supervisor or other Departmental member.

- 10% Provide suggestions for modifications and improvements to methods of operation, telecommunication and telecommunication equipment; evaluate the validity of modification and improvements as directed; set the standard of conduct for all Police Telecommunicators; monitor and evaluate performance; monitor morale and the tone of the work environment; and conduct random tests and performance checks to ensure the proper handling of calls for service and the operability of equipment.
- 5% Facilitate or co-facilitate training of Police Telecommunicators; serve as a conduit between management and the Police Telecommunicators by disseminating information regarding equipment changes, new procedures or policies, or changes in the pertinent laws; and provide training, as needed, to implement such changes.
- 5% Assist supervisors and other personnel with equipment problems; attempt to verify, diagnose, and solve the problems; and notify appropriate Divisions or agencies of equipment problems.
- 5% Perform other related duties as assigned.

Requirements include two years of experience as a Police Telecommunicator and knowledge of the Communications Division, Department rules and regulations, standard operating procedures, and other policies and procedures.

This new position will have the same duties and responsibilities as the six other Lead Police Telecommunicator positions in Pay Range 6HN. We therefore recommend that this new position be classified as "Lead Police Telecommunicator" in Pay Range 6HN.

Current:	Eleven New Positions	
Request:	Police Telecommunicator	PR 6FN
Recommendation:	Police Telecommunicator	PR 6FN

The basic function of these eleven new positions is to receive and process emergency and non-emergency incoming telephone calls for police service. Duties and responsibilities include the following:

- 85% Promptly answer and process incoming emergency and non-emergency telephone calls from the public for police service.
- 10% Refer callers to other services for an appropriate response to needs expressed and/or required information.
- 5% Provide telephone service for the intra-system calls received from the Department which may require assistance and/or a police response; process calls received on the TDD (telecommunications device for the deaf); provide necessary inter-communications with other law enforcement agencies; and perform other duties as assigned.

Requirements include two years of experience in high intensity contact or telephone work that includes receiving and/or resolving complaints, problem solving, or substantial responsibility for giving information; or one season as a Seasonal Police Telecommunicator with the Milwaukee Police Department.

These eleven new positions will have the same duties and responsibilities as the 52 current positions of Police Telecommunicator in Pay Range 6FN. We therefore recommend that these eleven new positions be classified as "Police Telecommunicator" in Pay Range 6FN.

Prepared by: *Sarah Trotter*
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *M. Montegudo*
Maria Montegudo, Employee Relations Director