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BE A FORCE

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

June 27, 2013

Edward A. Flynn
Chief of Police

(414) 935-7200

The Board of the
Fire and Police Commission
200 E. Wells Street, Room 706
Milwaukee, WI 53202



RE: Reclassification of Lead Police Telecommunicator Position

Dear Commissioners:

Attached is a job description for the position of Telecommunications Specialist (Pay Range 1BX) assigned to the Technical Communications Division. I respectfully request that one position of Lead Police Telecommunicator be reclassified to Telecommunications Specialist. The Telecommunications Specialist functions to efficiently and economically manage all activities related to the Department's telecommunications system, trains Department personnel in the proper use and operation of telephone equipment and recommends policy relative to use of these systems for the entire Department.

Currently, the Department is authorized one (1) Telecommunications Specialist and seven (7) Lead Police Telecommunicator positions. With the increased volume of calls for service, the Department is in need of an additional Telecommunications Specialist position. I therefore, request that this request be referred to the Department of Employee Relations (DER). Department representatives are prepared to assist DER staff with this process.

Sincerely,

EDWARD A. FLYNN
CHIEF OF POLICE

EAF:pk
Attachment
CC: DER

JOB DESCRIPTION

FOR DER USE ONLY	
Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 06/25/2013		2. Present Incumbent:		Is incumbent underfilling position?	
3. Date Filled:		4. Previous Incumbent: Jill Price		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
5. Department: Police Department		Bureau: Central Command Division: Tech Comm Div		Unit: Section:	
6. Work Location: 2333 North 49 th Street		Telephone: 935-7605 Email:		Work Schedule: Hours: 40 / Days: varies	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?		9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
10.	Official Title: Telecommunications Specialist			Pay Range	Job Code
				1BX	4529
	Underfill Title (if applicable):				
Requested Title (if applicable):					EEO Code 204
Recommended Title (DER Use Only):			Approved by: _____		
			Date: _____		

11. BASIC FUNCTION OF POSITION:

The Telecommunications Specialist functions to efficiently and economically manage all activities related to the Police Department's telecommunications system, including the 911 Emergency Public Safety Answering Point (PSAP). This includes administration of the Sentinel 911 system and all peripheral equipment. Coordinate with applicable departments and agencies regarding the NICE Inform Recording System; record 911 and administrative positions, update and make changes to the Sentinel 911 system, maintain and update databases - Avaya CMS CenterVu system for 911 and Admin call stats. Manage and maintain the Avaya AES. Train department personnel on use of various applications such as Nice, Aurora, CMS, etc. Maintain Telecommunicator and Dispatcher training stations at Alternate Site.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title**):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
25	<ul style="list-style-type: none"> Process Ani-Ali Discrepancy reports; monitor 911 system for problems, respond to telecommunicators' inquiries, follow-up and trouble-shoot reported problems, call in work-orders and follow-up with technician repairing equipment In a timely manner, arrange for all telephone moves and perform all software changes to each of the Department's telephone systems, which includes the addition/deletion or movement of any phones. Ensure completion of the modifications required, as well as repairs or modifications that were referred to another agency or vendor for resolution
30	<ul style="list-style-type: none"> Install and program IP Phones in call-center Program new employees in the following systems: Avaya, NICE and CenterVu Manage NICE Inform system- maintenance, programming changes, train end users Manage City Watch Notification System- programming, maintenance, and making changes, train end users Manage and Maintain the Avaya AES Liaison between CAD and Radio personnel, as well as minor troubleshooting
15	<ul style="list-style-type: none"> Maintain the function of the CenterVu CMS system; create reports for monitoring call-center functions. Make recommendations for ACD, etc.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> • Audit and authorize payment of telephone vendor's billings • Procure cellular telephones and pagers for Department use, maintain inventory records, review usage by personnel, and review billings to determine best pricing and provide budget recommendations • Procure fax machines for Department use, arrange for installation and maintenance, maintain inventory records, provide recommendations for upgrading and provide budget recommendations
10	<ul style="list-style-type: none"> • Sentinel 911 System- programming, changes, maintenance and troubleshooting • Coordinate with telephone providers/vendors for the lease of network facilities and any service required; oversee maintenance contracts on Rolm CBX equipment, the Isotech equipment and all peripheral telephone equipment • After review of new technology and completion of a Department needs assessment, recommend and, upon approval, install/implement new telephone products and systems, submit budget and efficiency recommendations • Provide training for new and existing department personnel on the use of telephones including instrument operation, calling & repair procedures, etc. • Re-train shifts on the telephone systems
15	<ul style="list-style-type: none"> • Maintain contingency plan for 911 outages • Assist in new technology, making recommendations, install and implement • Test 911 Call Center Equipment and procedures, drill contingency plan procedures; keypads, keyboards, monitors, mouse towers; and keeping inventory records and replacement of equipment. • Develop and maintain an accurate network plan for the Department's telecommunications system. • Create and analyze and/or make effective recommendations regarding call traffic for the purpose of deleting or adding trunklines and all ACD (Automatic Call Distribution) reports. • Other duties as assigned

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	<ul style="list-style-type: none"> • Stay current on new technology; E911; TDD/TTY; Next Gen 911, and make recommendations • With the appropriate telephone vendor(s), coordinate the maintenance of the City's 911 system Master Street Address Guide (MSAG)
	<ul style="list-style-type: none"> • •

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Telecommunications Supervisor of the Technical Communications Division

SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

General Supervision is received from The Telecommunications Supervisor and Captain of Police of the Communications Division in terms of project assignment and performance evaluation. Administrative direction may be given by the Communications' Lieutenant of Police. The specialized nature of this position is such that it must function with a fair degree of individual initiative and independence

D. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such
Number Supervised	Extent of Supervision Exercised (Select those that apply from list above, a - h)
	Job Title

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title
	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

- i. Education and Experience:
High school graduate. At least three (3) years call center experience. Must be able to perform duties in a timely and efficient manner; including administrator training and/or on the Rolm CBX 9000, 8000, 9751, & voice mail systems. Shall be fully versed and able to perform moves and changes in a timely and efficient manner on these systems, including transmission, switch and premises equipment systems. High level of computer skills and working with various applications a must. End user administrator experience on the Sentinel 911 application is desirable. Avaya telephony experience is desirable. NENO, APCO memberships are desirable. Basic networking experience, routers, switches, UPS switches, etc. is desirable.
- ii. Knowledge, Skills and Abilities:
Ability to perform the duties and responsibilities listed above in a prompt and efficient manner is critical to the operation of the Department's E-911 PSAP equipment, telephone and other communications systems as these systems directly affect delivery of police service to the public. The Telecommunications Specialist is a sole position of its kind within the Department and as such, requires an individual with ability to work well under pressure, meet multiple deadlines and handle a variety of tasks simultaneously.
- iii. Certifications, Licenses, Registrations:
Driver's license required
- iv. Other Requirements:
- Work hours may vary, will be required to be on-call

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input checked="" type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

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<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 50%**

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		
<input checked="" type="checkbox"/>	Office Machines (check all that apply):	<input checked="" type="checkbox"/>	Copier
		<input checked="" type="checkbox"/>	Facsimile
		<input checked="" type="checkbox"/>	Calculator
		<input type="checkbox"/>	Cash register
<input type="checkbox"/>	Other (please list):		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Michael Brady
Employee Benefits Director

Deborah Ford
Labor Negotiator

July 8, 2013

Fire and Police Commission
City Hall, Room 706A

Attention: Michael G. Tobin, Executive Director

Dear Commissioners:

Enclosed is a report concerning the reclassification of Lead Police Telecommunicator in the Police Department for distribution to each Commissioner, the Executive Director, and for other distribution as necessary.

Sincerely,

Maria Monteagudo
Director of Employee Relations

MM:few

Enclosures: Job Evaluation Report

C: Chief of Police Edward Flynn
Chief of Staff Joel Plant
Inspector of Police William Jessup
Valarie Williams
Pamela Roberts



JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: July 11, 2013

POLICE DEPARTMENT

Current	Request	Recommendation
Lead Police Telecommunicator PR 6HN (\$34,405 - \$37,897)*	Telecommunications Specialist PR 1BX (\$47,109 - \$65,957)	Telecommunications Specialist PR 2FX (\$47,109 - \$65,957)
Telecommunications Specialist PR 1BX (\$47,109 - \$65,957)	Change in Pay Range (No Change in Rate of Pay)	Telecommunications Specialist PR 2FX (\$47,109 - \$65,957)

*ALEASP Rates

Action Required

In the Salary Ordinance, under Pay Range 1BX, delete the title "Telecommunications Specialist" and under Pay Range 2FX, add the title "Telecommunications Specialist".

In the Positions Ordinance, under Police Department, Administration Services Decision Unit, Administration Bureau, Technical Communications Division, delete seven positions of "Police Telecommunicator - Lead" and add six positions of "Lead Police Telecommunicator" and one position of "Telecommunications Specialist".

Background

The Police Department has requested the Fire and Police Commission reclassify one position of Lead Police Telecommunicator in Pay Range 6HN to Telecommunications Specialist in Pay Range 1BX. A job description was provided and discussions were held with Pamela Roberts, Human Resources Specialist.

Analysis

The basic function of this position is to efficiently and economically manage all activities related to the Police Department's telecommunications system, including the 911 Emergency Public Safety Answering Point (PSAP); administer the Sentinel 911 system and all peripheral equipment; coordinate with applicable departments and agencies regarding the NICE Inform Recording System; record 911 and administrative positions; update and make changes to the Sentinel 911 positions; maintain and update databases; manage and maintain the Avaya Application Enablement Services (AES); train department personnel on the use of various applications; and maintain Telecommunicator and Dispatcher training stations at an alternate site.

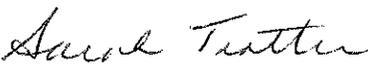
The Department has indicated the desire to reclassify one vacant position of Lead Police Telecommunicator to Telecommunications Specialist. The Department currently has one

position of Telecommunications Specialist but has found that the workload would justify a second position. This position would perform the same duties as the current position including managing the telecommunications systems, training personnel on the proper use and operation of the telephone equipment, and recommending policy relative to the use of the systems.

If the request to the Fire and Police Commission to have this position studied for reclassification is approved we recommend that the position be classified as "Telecommunications Specialist" as requested. In studying this position we found that the pay range for the "Telecommunications Specialist" classification should be changed from Pay Range 1BX (\$47,109 - \$65,957) in the Officials and Administrators Section of the Salary Ordinance to Pay Range 2FX (\$47,109 - \$65,957) in the Professional Section of the Salary Ordinance since the position does not have any supervisory responsibilities. Pay Range 2FX has the same rates of pay as Pay Range 1BX.

Recommendation

If the request to the Fire and Police Commission to have this position studied for reclassification is approved we recommend that one position of "Lead Police Telecommunicator" in Pay Range 6HN be reclassified to "Telecommunications Specialist" in Pay Range 2FX. We further recommend the one other position of "Telecommunications Specialist" be placed in Pay Range 2FX.

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director