FIRE EQUIPMENT DISPATCHER

CITY OF MILWAUKEE FIRE DEPARTMENT - ENTRANCE EXAMINATION

*The eligible list resulting from this examination will be used to fill **FULL-TIME** positions.*

MINIMUM QUALIFICATIONS:

At least six months experience as a fire, police or ambulance dispatcher OR two years' of experience as a customer or public services professional performing duties involving *consistent* interaction with the public.

Applicants who have failed a Fire Department background investigation may not apply for two years after the date of disqualification; applicants who have been terminated by either the Fire or Police Department may not apply for two years from date of termination.

SALARY AND BENEFITS:

The current starting salary is $38,246 for City of Milwaukee residents. The non-resident starting salary is $37,681 annually. Benefits include health, dental and life insurance, pension plan, vacations and holidays, sick leave, and an optional deferred compensation plan.

DUTIES:

Fire Equipment Dispatchers are civilian employees of the Milwaukee Fire Department. Dispatchers answer and process incoming emergency and non-emergency calls for fire services; determine the amount and type of apparatus to respond to each alarm; dispatch necessary units through the operation of the fire department's Computer Aided Dispatch (CAD) system and Enhanced 911 System; provide pre-arrival instructions to callers; determine what other individuals and agencies should be notified; receive and transmit via radio any and all information necessary for the efficient delivery of services to the public and fire field officers; and perform related tasks.

TRAINING:

New dispatchers receive four weeks of classroom training and three months of on-the-job training, with continued formal training throughout the probationary year.

The City of Milwaukee values and encourages diversity and is an Equal Opportunity Employer.

SKILLS AND ABILITIES REQUIRED:

- Ability to keep track of multiple tasks
- Ability to perform in a fast-paced environment
- Ability to learn dispatch procedures
- Ability to vocalize instructions with clarity
- Normal hearing skills
- Ability to speak clearly and calmly under stress
- Ability to interpret verbally-presented information that is ambiguous
- Ability to use more than one resource at a time
- Grammatical Skills
- Ability to record words and numbers rapidly
- Ability to read street maps
- Ability to take decisive action
- Ability to type data accurately into a computer
- Knowledge of Microsoft Windows

Fluency in speaking Spanish is desirable. A job-simulation performance test will be administered on a computer as part of the examination process.

WORKING CONDITIONS:

Work location: The current work location is in the Fire Department Emergency Communications Center at 2323 N. 49th Street.

Hours: Full-time dispatch employees work 8 hours on 1st, 2nd or 3rd shift. New employees are typically assigned *to 2nd or 3rd shift*, working a 40 hour week--scheduled 5 days on, 2 days off; 4 days on, 2 days off. Dispatch employees work weekdays, weekends and holidays.

Overtime: Full-time dispatchers may be required to work mandatory overtime with little notice, **at any time including immediately after shift,** when necessary, to keep emergency communications adequately staffed at all times. **Overtime is typically eight (8) hours in length (full shift).**

THE SELECTION PROCESS: Applicants will be notified of the date, time and place of the examination. The examination will be job related and will consist of a job simulation exercise including a keyboarding performance test, and an interview panel. Applicants must qualify on all parts of the examination. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Commission Rules. (Undeleted DD214 form required.)

ELIGIBLE LIST: Passing candidates are placed on an eligible list in order of final score. Candidates must pass a background investigation, medical examination, psychological and drug screen test prior to appointment from the eligible list. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless extended or rescinded by the Fire and Police Commission.

APPLICATIONS: **Online applications** and further information may be accessed from our website: www.milwaukee.gov/jobs, or by calling 414-286-3751. Online applications must be submitted by **Friday, December 5th, 2014.** Applications will not be accepted after the deadline unless it is extended.

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REASONABLE ACCOMMODATIONS REQUESTED BY QUALIFIED INDIVIDUALS WITH DISABILITIES WILL BE MADE IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990.