



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

October 30, 2015

Fire and Police Commission  
City Hall, Room 706A

Attention: MaryNell Regan, Executive Director

Dear Commissioners:

Enclosed are two reports concerning the classification of an Emergency Communications Manager, two new positions of IT Support Specialist – Senior and one position of Database Analyst 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:fcw

Enclosures: 2 Job Evaluation Reports

C: Chief of Police Edward Flynn  
Chief of Staff Joel Plant  
Inspector Mary Hoerig  
Captain Andra Williams  
Nicole Fleck  
Pamela Roberts  
Bryan Rynders



**Job Evaluation Report**

Fire and Police Commission Meeting: November 5, 2015

**POLICE DEPARTMENT**

Current	Request	Recommendation
New Position	Technical Communications Manager To be Studied	Emergency Communications Manager PR 1IX (\$75,478 - \$105,669) FN: Recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel

**Action Required**

In the Salary Ordinance, under Pay Range 1IX, add the title "Emergency Communications Manager (2)" and attach footnote "2".

In the Positions Ordinance, under Police Department, Technical Communications Division, delete one position of "Technical Communications Manager" and add one position of "Emergency Communications Manager".

**Background**

The Police Department has requested classification of a civilian manager to lead the operations of the Technical Communications Division within the Police Department. This position will oversee the work of sworn and civilian personnel responsible for both handling emergency calls for service and staff responsible for the technical communications systems. A new job description was provided and discussions were held with Nicole Fleck, Human Resources Administrator, Inspector Mary Hoerig, and Captain Andra Williams.

**Duties, Responsibilities and Requirements**

This new civilian position will manage the day-to-day operations and strategic direction of the Police Department's Technical Communications Division. This Division handles both emergency and non-emergency call for the service. Responsibilities will include planning and oversight, managing the telecommunication and dispatch operations through shift supervisors, monitoring police communications systems, managing the division's budget, and working cooperatively with Police Department members, other city departments, government officials, and members of the community. Duties and responsibilities include:

- Interpret and apply department standards, policies and procedures along with federal, state and local laws, codes and regulations
- Oversee, monitor and maintain dispatch equipment including computer-aided dispatch (CAD) system, automated telephone system, and radio system. Work with vendors, contractors, and consultants for the maintenance and repair of equipment.

- Through shift supervisors, manage the day-to-day operations of the division including improving service delivery methods and procedures related to resource needs and allocation.
- Oversee preparation and administration of the division's budget, inter-agency grants and as required requisition of supplies and materials
- Work cooperatively with department members, other City departments, government officials and members of the community to resolve problems, investigate and respond to citizen complaints and inquiries, conduct highly complex and sensitive investigations.
- Ensure the recording of telephone and radio traffic within the division and retention of records as required by policy
- Manage quality assurance monitoring of division personnel to include call activity, review of incidents and complaints, and identification and resolution of staff performance issues in adherence with operating procedures and goals.
- Participate in selection, training, and development of division personnel
- Develop and improve standards, policies, and procedures and monitor compliance. Research best procedures. Analyze and resolve operational problems.
- Testify when necessary in court depositions related to the Division's Standard Operating Instructions and Standard Operating Procedures. Present information before Common Council Committee meetings.

Recommended minimum requirements include a Bachelors' Degree in Police Science, Criminal Justice, or Computer Science and four years of supervisory experience working with an emergency communications service comparable in size to the City of Milwaukee. These requirements have not yet been assessed for staffing purposes.

In terms of knowledge, skills, and abilities, the incumbent of this position must have knowledge of the principles and practices of effective supervision and administration as it applies to emergency communication operations; knowledge of police and fire emergency operations and protocols; knowledge of emergency communication principles, procedures, techniques and equipment; and knowledge of federal state, and local laws and their application to emergency communication activities.

### **Analysis and Recommendation**

Other positions within City governments engaged in comparable level and nature of work include the Call Center Operations and Analytics Manager and the Homeland Security Director, both in Pay Range 1IX (\$75,478 - \$105,669).

The Call Center Operations and Analytics Manager (Department of Administration-Information Technology and Management Division) manages the Unified Contact Center (UCC) that provides residents with access to city information and non-emergency services through a single, multi-channel point of contact that includes the Call Center, online service request system, e-mail, and MKE mobile application.

The Homeland Security Director (Fire and Police Commission) manages the activities of the City of Milwaukee Emergency Management and Homeland Security as well as serving as point of contact and coordinator for the five county south-eastern Wisconsin – Milwaukee Urban Area Security Initiative. The position directs all emergency preparedness initiatives within the City of Milwaukee as required by Chapter 323 of the Wisconsin Statutes and Chapter 6 of the City of Milwaukee Charter Ordinances.

This new civilian position will manage a division of 160+ staff responsible for handling emergency calls for service including staff responsible for the technical communications systems. Currently this work is managed by a Captain of Police PR 4N (\$94,667-\$102,186). In comparison the Call Center Operations and Analytics Manager oversees an operation that provide city-wide non-emergency information through direct telephone contact and technology. Also in comparison, the Homeland Security Director manages emergency preparedness response across south-eastern Wisconsin. While these positions are different in scope of duties, there is comparability in level of responsibility when compared to the responsibilities of this new position.

Within Milwaukee County government, a Director of Emergency Management heads an operation that oversees administrative, emergency management and preparedness, communications (911 operators), radio services, and emergency medical instructors. The pay range for this Milwaukee County position is \$89,730 to \$139,081 with a market midpoint of \$114,943.

Based upon these comparisons to other positions within City government, we recommend classification of this new civilian position as Emergency Communications Manager in Pay Range 11X (\$75,478 - \$105,669). To further assist the department in recruiting a highly qualified candidate for this position, we recommend a footnote that allows recruitment at any rate in the pay range with the approval of the DER Director and the Chair of the Committee on Finance and Personnel.

Prepared by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director