



**BE A FORCE**

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

**Edward A. Flynn**  
Chief of Police

(414) 933-4444

September 7, 2016

The Board of the  
Fire and Police Commissioners  
200 East Wells Street, Room 706  
Milwaukee, WI 53202

RE: Special Recruitment Rate Request – Emergency Communications Manager

Attached is the job description for the position of Emergency Communications Manager (Pay Range 1IX). I am requesting that the Salary Ordinance be amended to allow a minimum recruitment rate that is at least 3% above the top base salary for the position of Police Lieutenant (Pay Range 4L – 836).

The Emergency Communications Manager position is exempt from Civil Service. The responsibilities of the position includes managing the day-to day and strategic direction of the Department's Technical Communications Division, which handles both emergency and non-emergency calls for service. The incumbent of this position is responsible for managing personnel of approximately 182 employees, which includes both civilian and law enforcement staff. The law enforcement staff includes nine (9) Police Sergeants and three (3) Police Lieutenants.

This change will assist with alleviating pay compression issues that may arise with the Police Lieutenants, which are direct reporting positions. In addition, this change will ensure that the salary for this position is competitive enough to attract and retain quality candidates. If you have any questions regarding this matter, Human Resources Specialist Pamela K. Roberts can be contacted at 935-7191.

Sincerely,

EDWARD A. FLYNN  
CHIEF OF POLICE

EAF:pk  
Attachments

# JOB DESCRIPTION

## FOR DER USE ONLY

Vacancy No. \_\_\_\_\_

City Service  
Commission:  
Fire & Police  
Commission:

Finance  
Committee:  
Common  
Council:

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

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| <b>1. Date Prepared/ Revised:</b><br>09/07/2016   |  | <b>2. Present Incumbent:</b><br>New Position   |  | <b>Is incumbent underfilling position?</b>   |  |
| <b>3. Date Filled:</b>  |  | <b>4. Previous Incumbent:</b>  |  | YES <input type="checkbox"/> NO <input checked="" type="checkbox"/><br>If YES, indicate Underfill Title in box 10. |  |
| <b>5. Department:</b><br>Police Department  |  |  | <b>Bureau:</b> Risk Management<br><b>Division:</b> Technical<br>Communications |  | <b>Unit:</b><br><b>Section:</b>  |
| <b>6. Work Location:</b> 2333 North 49 <sup>th</sup> Street   |  |  | <b>Telephone:</b><br><b>Email:</b>   |  | <b>Work Schedule:</b><br>Hours: 8 / Days: 5  |
| <b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |  | <b>8. Bargaining Unit:</b> Management, General City<br>If in District Council 48, which local? |  |  | <b>9. FLSA Status (check one):</b><br><input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt |
| <b>10.</b>  | <b>Official Title:</b><br>Emergency Communications Manager               |  |  | <b>Pay Range</b>   | <b>exposure</b>  |
|   | <b>Underfill Title (if applicable):</b>                                  |  |  | 1IX  | 5291   |
|   | <b>Requested Title (if applicable):</b> Technical Communications Manager |  |  |  |  |
| <b>Recommended Title (DER Use Only):</b>  |  |  |  | <b>Approved by:</b>  |  |
|   |  |  |  | <b>Date:</b>   |  |

### 11. BASIC FUNCTION OF POSITION:

The Emergency Communications Manager manages the day-to-day operations and strategic direction of the department's Technical Communications Division, which handles both emergency and non-emergency calls for service. The incumbent of this position is responsible for planning, scheduling, supervising and monitoring police communications systems, coordinating equipment utilization, overseeing the division's budget, and managing personnel of approximately 182 employees.

### 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   |
|-----------|--|
| 100       | <ul style="list-style-type: none"> <li>Interpret and apply department standards, policies, and procedures, along with pertinent federal, state and local laws, codes and regulations.</li> </ul>   |
|           | <ul style="list-style-type: none"> <li>Oversees, monitors and maintains a variety of dispatch equipment including a computer-aided dispatch (CAD) system, automated telephone system, and radio system. Works with vendors, contractors, and consultants for the maintenance and repair of equipment.</li> </ul>   |
|           | <ul style="list-style-type: none"> <li>Plans, prioritizes, assigns, reviews, coordinates and manages through shift supervisors the day-to-day operations of the division to include the identification of improving service delivery methods and procedures related to resource needs and allocation.</li> </ul>   |
|           | <ul style="list-style-type: none"> <li>Oversees the preparation and administration of the division's budget, inter-agency grants and as required, requisition of supplies and materials.</li> </ul>  |
|           | <ul style="list-style-type: none"> <li>Work cooperatively with department members, other departments, government officials, and members of the community, engaging tactful and clear discussions to develop problem resolution, investigate and respond to citizen complaints and inquiries, conduct highly complex or sensitive investigations, and respond to inquiries from city representatives and the general public.</li> </ul> |
|           | <ul style="list-style-type: none"> <li>Ensures the recording of phone and radio traffic within the Communications Division and the retention of records as required by policy</li> </ul>   |
|           | <ul style="list-style-type: none"> <li>Ensures quality assurance monitoring of division personnel to include call activity, review of incidents and complaints, and identification of personnel deficiencies in adherence with operating objectives and goals.</li> </ul>  |

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"> <li>Participates in the selection of division personnel, development, and coordination of training relating to law enforcement best practices and/or operations in police communications, to include division in-service training.</li> </ul>  |
|           | <ul style="list-style-type: none"> <li>Participates in the development of standards, policies, and procedures and makes recommendations for change and improvements to existing standards, policies, and procedures, along with monitoring compliance as a result of researching, analyzing and evaluating evidentiary best practices.</li> </ul> |
|           | <ul style="list-style-type: none"> <li>Analyze and effectively resolve operational problems.</li> </ul>   |

**B. PERIPHERAL DUTIES:**

| % of Time | PERIPHERAL DUTY   |
|-----------|---|
|           | <ul style="list-style-type: none"> <li>Attends and participates in professional conferences and/or seminars maintaining awareness of new systems, technologies, and telecommunication trends and developments.</li> </ul>                                     |
|           | <ul style="list-style-type: none"> <li>Supervises Police Lieutenants, Police Sergeants, Police Officers, Police Alarm Operators, Police Dispatchers and Police Telecommunicators.</li> </ul>  |
|           | <ul style="list-style-type: none"> <li>Testifies in court depositions related to TCD Standard Operating Instructions and Standard Operating Procedures. Periodically present information at public safety or common council meetings as requested.</li> </ul> |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |
|           | <ul style="list-style-type: none"> <li></li> </ul>  |

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Inspector of Police of the Risk Management Bureau

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

The Emergency Communications Manager communicates to the Inspector of Police via phone or email critical issues (e.g. operation changes) that arise.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = **182**.

**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                  | Job Title          | Extent of Supervision Exercised<br>(Select those that apply from list above, a - h) |
| 3                                  | Police Lieutenants | a,d,e,g,h   |
| 9                                  | Police Sergeants   | a,d,e,h   |
|                                    |                    |   |
|                                    |                    |   |
|                                    |                    |   |
|                                    |                    |   |
|                                    |                    |   |
|                                    |                    |   |
|                                    |                    |   |

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

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.

- i. Education and Experience:  
Bachelor's Degree in Police Science, Criminal Justice, Computer Science or Telecommunications preferred. Applicant should have four (4) years supervisory experience and/or equivalent in a Public Safety Answering Point (PSAP) of comparable size to the city of Milwaukee. Five (5) to 10 years work-related experience in a PSAP as a supervisors, dispatcher or telecommunicator preferred.
- ii. Knowledge, Skills and Abilities:  
Should have an understanding of computer aided, automated telephone, and radio systems and possess the ability to troubleshoot system and systemic problems. Familiarity with MSword, Access, Excel, Powerpoint or equivalent software. The ability to write reports using MSword and the ability to perform data analysis utilizing Excel. Strong analytical and oral/written skills and possession of good functional knowledge related to a PSAP environment's best practices regarding call taking and dispatching. Possess knowledge of Uniform Crime Reporting (UCR).
- iii. Certifications, Licenses, Registrations:  
Applicant shall have a valid Wisconsin Driver's License at time of background investigation and shall maintain a valid license throughout term of employment. Incident Command System knowledge highly recommended.
- iv. Other Requirements:

### 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 type="checkbox"/>            | <b>Climbing:</b> 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 type="checkbox"/>            | <b>Balancing:</b> 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 type="checkbox"/>            | <b>Stooping:</b> 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.   |
| <input type="checkbox"/>            | <b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.   |
| <input checked="" type="checkbox"/> | <b>Crouching:</b> Bending the body downward and forward by bending leg and spine.   |
| <input checked="" type="checkbox"/> | <b>Crawling:</b> Moving about on hands and knees or hands and feet.   |
| <input checked="" type="checkbox"/> | <b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.   |
| <input type="checkbox"/>            | <b>Standing:</b> Particularly for sustained periods of time.  |
| <input checked="" type="checkbox"/> | <b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.  |
| <input type="checkbox"/>            | <b>Pushing:</b> 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 type="checkbox"/>            | <b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.   |
| <input type="checkbox"/>            | <b>Lifting:</b> 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 type="checkbox"/>            | <b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.   |
| <input type="checkbox"/>            | <b>Grasping:</b> Applying pressure to an object with fingers and palm.  |
| <input type="checkbox"/>            | <b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the   |

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|                                     |   |
|-------------------------------------|---|
|                                     | skin, particularly that of the fingertips.  |
| <input checked="" type="checkbox"/> | <b>Talking:</b> 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"/> | <b>Hearing:</b> 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 type="checkbox"/>            | <b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.   |
| <input checked="" type="checkbox"/> | <b>Driving:</b> 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 checked="" type="checkbox"/> | <b>Sedentary Work:</b> 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 type="checkbox"/>            | <b>Light Work:</b> 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"/>            | <b>Medium Work:</b> 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"/>            | <b>Heavy Work:</b> 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"/>            | <b>Very Heavy Work:</b> 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 type="checkbox"/> | <b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> 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"/> | <b>Machine Operators, Mechanics, Skilled Tradespeople:</b> 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"/> | <b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.  |
| <input type="checkbox"/> | <b>Other:</b> 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:**

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: 0%**

**CHECK ALL THAT APPLY:**

|                                     |  |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).  |
| <input type="checkbox"/>            | <b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)               |
| <input type="checkbox"/>            | <b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.  |
| <input type="checkbox"/>            | <b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.  |
| <input type="checkbox"/>            | <b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.  |
| <input type="checkbox"/>            | <b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.  |
| <input type="checkbox"/>            | <b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.   |
| <input type="checkbox"/>            | <b>The worker is subject to hazards:</b> 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"/>            | <b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.                  |

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|                          |   |
|--------------------------|---|
| <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 type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)               |
| <input type="checkbox"/> Data processing equipment  | <input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.) |
| <input type="checkbox"/> Handcart   | <input checked="" type="checkbox"/> PC software                                     |
| <input type="checkbox"/> Hand tools <i>(please list)</i> :  |   |
| <input checked="" type="checkbox"/> Office Machines <i>(check all that apply)</i> : <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input type="checkbox"/> Calculator <input type="checkbox"/> Cash register |   |
| <input type="checkbox"/> Other <i>(please list)</i> :   |   |

**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.)

Law enforcement operation functions, federal privacy laws and federal and state penal codes governing the transmission and release of information. Possess knowledge related to emergency contingency plans, resources within city government, principles of budget preparation and control, supervision, organizational management, training, performance evaluations, business letter writing and report preparation, office procedures, and knowledge of equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.

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

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*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.*