



POLICE TELECOMMUNICATOR

CITY OF MILWAUKEE POLICE DEPARTMENT – ENTRANCE EXAMINATION

The City is currently recruiting for Police Telecommunicator – Regular full-time, full-benefit positions AND for Police Telecommunicator (*Seasonal*) positions. Seasonal Police Telecommunicators are employed on a full-time basis during the busiest season, normally from May through September, and are assigned to work any shift during the 24-hour, seven day work week. Off days are assigned on a rotating schedule.

The Police Telecommunicator is sometimes referred to as the “Lifeline of the Community.” Police Telecommunicators answer 911 calls for assistance from the public. This unique responsibility in a fast-paced environment requires careful attention to detail, multi-tasking, good communications and computer skills. This position is both exciting and challenging, with a direct impact on the quality of life in Milwaukee.

THE PURPOSE: Police Telecommunicators, assigned to the Technical Communications Division of the City of Milwaukee Police Department (MPD), receive and process incoming emergency and non-emergency telephone calls for police service. Duties include, but are not limited to answering 911 calls for service, identifying calls for service (non-emergency and referral), properly using telephone and other communications equipment, reading maps, learning and knowing Departmental policies and procedures, handling emergency calls for service, and performing other related duties as required.

ESSENTIAL FUNCTIONS:

These functions are performed on a daily basis:

- ❖ Answer and process all categories of incoming emergency and non-emergency telephone calls for police service received from the public by means of the MPD telephone system in a fast-paced environment.
- ❖ Refer callers to other services or agencies, as appropriate for the needs expressed and/or information required by the caller.
- ❖ Provide telephone service for the intra-system calls received from within the Department.
- ❖ Process calls received on the TDD communications device (for deaf and hearing impaired).
- ❖ Provide necessary inter-communications with other law enforcement agencies.
- ❖ Prompt arrival at work and consistent attendance within the shift and rotation schedule is essential.
- ❖ Provide services to non-English speaking callers using bilingual skills or interpretation services as needed.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

- At least 18 years old at time of application.
- Two (2) years of high-intensity customer contact or telephone work which includes receiving and/or resolving complaints, problem solving or substantial responsibility for receiving and/or giving information.
- Basic computer proficiency
- Able to type 30 WPM.
- Able to clearly speak and understand English.
- United States citizenship, or be legally authorized to work permanently for any employer within the United States.

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- Residency in the City of Milwaukee must be established within six months of hire and maintained throughout employment. NOTE: Seasonal employees must be a City of Milwaukee resident at time of appointment and maintain city residency throughout employment.
- Must successfully pass a MPD Background Investigation. *If you have failed a Milwaukee Police Department background investigation within two years from the date of application, your application will be rejected.*
- You may not have been terminated by either Milwaukee Police or Fire Department or resigned with charges pending from either Department within two years from the date of application.

DESIRABLE QUALIFICATIONS:

- Bilingual speaking ability in Spanish, Hmong, Russian or other language is *preferred*, but not required.

Any willful misrepresentation in regard to any material fact shall be sufficient cause for exclusion from the selection process or for removal of name from an eligible list or for discharge.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Desire to help others.
- Strong oral communications and interpersonal skills.
- Excellent telephone skills, including the ability to speak directly and intelligibly; accuracy in listening to and recording information;
- Ability to accurately record information received from callers through Computer-aided Dispatch in a timely manner, and consistent with established standard operating procedures.
- Ability to multi-task and prioritize while on the phone in a fast-paced environment.
- Ability to exhibit courtesy and a calm and professional demeanor in dealing with stressful situations.
- Ability to make decisions consistent with established protocol.
- Ability to work independently, with minimal direct supervision.
- Ability to maintain good working relationships with co-workers, supervisors, and the public, and work in a multi-cultural environment.
- Ability to cope with human suffering, emergencies, and other work-related stresses.

THE CURRENT PAY RATE IS: Police Telecommunicator – \$31,914 to \$37,473 annually
Police Telecommunicator (Seasonal) - \$12.24 to \$15.18 hourly

WORKING CONDITIONS:

The first several weeks are dedicated to a paid training program; with working hours during that period generally being Monday through Friday, 7:30 a.m. to 3:30 p.m. After successful completion of the training program, Police Telecommunicators are assigned to the MPD Technical Communications Division; located in the Data Communications Building, 2333 North 49 Street. The Technical Communications Division maintains operations on a 24/7 basis and the incumbent may be assigned to any shift. Work assignments are on a rotating schedule; this means that some weekend and holiday work is required, and overtime may be assigned as necessary to maintain operations.

- Work assignments are made on a schedule to cover calls 24 hours a day; shift assignments include:
 - a. 7:30 a.m. to 3:30 p.m.
 - b. 11:00 a.m. to 7:00 p.m.
 - c. 3:30 p.m. to 11:30 p.m.
 - d. 7:00 p.m. to 3:00 a.m.
 - e. 11:30 p.m. to 7:00 a.m.
- 40-hour work week, with off-days by assignment. Seasonal Police Telecommunicators work full-time, mostly during the summer months (approximately May through September), and are usually assigned to afternoon and evening hours.

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- Seasonal employees are on continuous probation and do not receive benefits.
- Weekend and holiday work is required.
- **Paid** training program upon appointment; training schedule is Monday through Friday, 7:30 a.m. to 3:30 p.m.
- *Mandatory* overtime may be assigned as necessary to maintain operations on a 24-hour basis.
- Incumbents frequently sit and answer phones during the 8-hour shift.
- Seasonal Police Telecommunicators who successfully complete one season may be called back for future seasonal assignments.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: written job simulation exercise, job performance test, typing test, and/or oral interview. Applicants must qualify on all parts of the examination. Qualified candidates will be notified of the date, time and location of the examination.

ELIGIBLE LIST: Candidates who successfully qualify on all parts of the examination are placed on an eligible list in order of final score. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Fire and Police Commission Rules. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless rescinded or extended by the Fire and Police Commission.

APPOINTMENTS: Final appointments are contingent upon a final interview with the Police Department and passing all pre-employment components, including a background investigation, psychological and medical examination, including a drug screen test.

APPLICATIONS will be accepted through **November 30, 2012**. Applications and further information may be obtained from www.milwaukee.gov/jobs or in person or via mail from City of Milwaukee Fire and Police Commission, Room 706, City Hall, 200 E. Wells Street, Milwaukee, WI 53202-3554, or by calling 414.286.3751. Applications will not be accepted after the deadline, unless extended.

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