

Seasonal POLICE TELECOMMUNICATOR (911 Operator)

City of Milwaukee Police Department - Entrance Examination

THIS IS AN OPPORTUNITY FOR SUMMER EMPLOYMENT (APPROXIMATELY JUNE, JULY, AND AUGUST)

The position of Police Telecommunicator is sometimes referred to as the "Lifeline of the Community." Police Telecommunicators answer 911 emergency and non-emergency calls for assistance from the public, and have a unique responsibility in a fast paced environment that requires careful attention to detail, multi-tasking and good communications skills. This position is both exciting and challenging, and directly impacts the quality of life for Milwaukee's citizens.

The City of Milwaukee Police Department is currently looking for energetic, dynamic individuals interested in working in a challenging atmosphere, as *Seasonal* Police Telecommunicators, to work during the summer months (approximately June, July, and August) most likely on a night shift. Calls for assistance are much higher during this time period, therefore, *Seasonal* Police Telecommunicators are hired to meet this demand. A *Seasonal* Police Telecommunicator who has successfully completed a season may be asked to return each year during the summer months.

Sometimes, *Seasonal* Police Telecommunicators **may** be offered a Regular Police Telecommunicator position at the end of the summer season. Regular Police Telecommunicator is a permanent, full-time position that has higher pay and receives benefits. Appointment to Regular Police Telecommunicator is contingent upon the number of vacancies **and** satisfactory job performance as a *Seasonal* Police Telecommunicator.

MINIMUM QUALIFICATIONS:

- At least eighteen (18) years old at time of application.
- United States citizenship, or be legally authorized to work permanently for *any* employer within the United States.
- Residency in the City of Milwaukee at time of appointment.
- Strong oral communication, interpersonal and telephone skills, including the ability to speak English clearly.
- Ability to multi-task while on the telephone.
- Accuracy in listening to and recording information on a computer.
- Ability to remain calm in stressful situations.
- Ability to type 35 words per minute.

Bilingual in Spanish is preferred, but not required.

DUTIES:

Duties include answering 911 calls for service, identifying calls for service (non-emergency and referral), proper use of telephone and equipment, map reading, knowledge of department policies and procedures, handling emergency calls for service, and performing other related duties as required

SALARY AND BENEFITS:

Current pay is \$12.24 per hour, plus shift differential of 43 cents per hour for second shift and 48 cents per hour for third shift weekdays; with an additional 50 cents per hour when assigned on a Saturday / 60 cents per hour when assigned on a Sunday.

Note: *Seasonal* Police Telecommunicators generally are assigned to second or third shift.

Seasonal Police Telecommunicators who are called back for subsequent seasons receive an increase in pay of approximately 60 cents per hour for each successive season with a current maximum pay rate of \$15.18 per hour.

Seasonal Police Telecommunicators are on continuous probation, and do not receive benefits afforded to Regular Police Telecommunicators.

ON-THE-JOB TRAINING:

The Police Department provides a paid training program, which is approximately six (6) weeks.

After successful completion of the on-the-job training program, *Seasonal Police* Telecommunicators are assigned to the City of Milwaukee Police Department's Communications Division, which is currently located in the Data Communications Building, 2333 N 49 St.

HOURS AND WORKING CONDITIONS: The first several weeks of employment are dedicated to training, and hours worked will **usually** be Monday through Friday from 7:30 a.m. to 3:30 p.m. After successful completion of training, most *Seasonal* Police Telecommunicators will be assigned to 2nd or 3rd shift. Police Telecommunicators work a 40-hour week, on a rotating schedule. This means that some weekend and holiday work will be required.

Seasonal Police Telecommunicator

HOURS AND WORKING CONDITIONS (CONT)

The work of Police Telecommunicators can be very hectic when many calls come in at the same time. The job of public safety telecommunicators is particularly stressful because a slow or an improper response to a call can result in serious injury or further harm. Police Telecommunicators must remain calm, objective, and in control of the situation. Police Telecommunicators sit for long periods, using telephones, computers, and two-way radios. Much of their time is spent at video display terminals.

THE SELECTION PROCESS: Qualified candidates will be notified by mail of the date, time and location of each examination. The examination process may consist of any combination of the following: written job simulation exercise, a job performance test, typing test, and/or an oral interview. 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. (An undeleted DD214 is required as proof of military service.)

ELIGIBLE LIST: An eligible list of individuals who successfully complete all phases of the examination process will be established and appointments will be made by eligible list number order. Appointments are contingent upon the number of vacancies and passing a background investigation, medical examination, and drug screen test. 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.

APPLICATIONS: Applications may be obtained in-person weekdays from 8:00 a.m. to 4:30 p.m. from the Department of Employee Relations, 200 East Wells Street, Room 706, Milwaukee, WI 53202, by calling 286-5000, or by visiting the website www.milwaukee.gov/fpc. Applications will be available starting **Monday, May 5**, and ending **Friday, May 23, 2008**, unless extended. Applications may be returned in person or by U.S. mail. All applications **must be received in the office of the Department of Employee Relations, or postmarked by Friday, May 23, 2008**. Applications will not be accepted after the deadline unless extended.

CITY OF MILWAUKEE FIRE AND POLICE COMMISSION
City Hall, 200 East Wells Street, Room 706, Milwaukee, WI 53202
(414) 286-3751
