

City of Wauwatosa Employment Opportunity



911 Police/Fire Dispatcher

PURPOSE: Represent the City by telephone with callers, who may ask for all manner of City services or information, including victims of crimes or those who are experiencing a medical emergency.

ESSENTIAL FUNCTIONS:

- Promptly assess incoming calls to determine level of emergency and to ensure that the incident is within the City's jurisdiction.
- Dispatch the appropriate City assets as needed while gathering additional information.
- Effectively interview the reporting party and enter information into the Computer Aided Dispatch system to create and update an official record of the incident.
- Provide support for police and fire units in the field, using the teletype system to access confidential information from local, county, state and national databases.
- Conduct searches for information for both field investigations and follow-up investigations by the detective bureau to assist in the verification of a subject's identity.
- Monitor and respond to multiple radio talk groups while answering the aforementioned calls for service.
- Coordinate multi-jurisdictional incidents, including mutual aid requests for emergency assets from other jurisdictions.
- Conduct callbacks of off-duty personnel, providing those personnel with a brief assessment of the incident and specific instructions.
- Maintain and provide a summary of incidents in progress for command staff and update the staff as directed.

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

MINIMUM REQUIREMENTS:

1. A minimum of one year experience as a dispatcher in a police department environment preferred.
2. Advanced keyboarding skills in a Microsoft Windows environment.
3. Eighteen (18) years of age.
4. Ability to work any of three shifts (1st Shift 7:00am-3:24pm, 2nd Shift 3:00pm-11:24pm, 3rd Shift 11:00pm-7:24am). Training will occur primarily on 2nd Shift, with some assignments on 1st and 3rd shift. Following training, shift assignments are seniority based with the majority of new hires assigned to 3rd shift. The work schedule is four days on and two days off. The normal work day consists of 8.4 hours, but additional work hours may be required to maintain staffing. Persons working in this capacity are routinely required to work Saturdays, Sundays and holidays.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED INCLUDE:

- Ability to perform data entry and retrieval of information with speed and accuracy under stressful conditions.
- Ability to perform multiple tasks simultaneously.
- Superior communication and interpersonal skills. Must have the ability to control a conversation with a caller who is under stress and effectively interview the caller to obtain needed information.
- Ability to function in a sustained stressful environment and remain calm.
- Ability to respond promptly to emergency operations.
- Ability to work independently and exercise initiative, judgment and resourcefulness.
- Ability to assess situations accurately and quickly.
- Ability to learn the geographical areas of Wauwatosa, including common landmarks.
- Ability to operate, maintain and provide initial troubleshooting of dispatching-related equipment.

THE STARTING SALARY is \$15.25 (during initial training period of approximately 1040 hours), \$21.79 (following training period), which complements an excellent benefit package including health, dental and life insurance and pension.

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: training and experience evaluation; written, oral or performance tests; or other assessment methods. Oral examinations may include written exercises. The Human Resources Department reserves the right to call only the most qualified candidates to written, oral and performance examinations. A random selection or lottery process may be used, depending on the volume of applications received.

APPLICATIONS WILL BE ACCEPTED UNTIL MAY 6, 2011. Receipt of applications may be discontinued at any time without prior notice. However, this deadline may be extended until the needs of the city have been met. Qualified applicants will be notified of the scheduling of any examinations, interviews or other events required in the selection process.

APPLICATION FORMS and further information may be obtained from our website, www.wauwatosa.net, in person or via mail from the City of Wauwatosa Human Resources Department, City Hall, 7725 W. North Avenue, Wauwatosa, WI 53213 or by calling (414) 479-8954.

The City of Wauwatosa is an equal opportunity employer. All individuals including women, minorities and those with disabilities are encouraged to apply.