

Police and Fire Commission  
Announcing a recruitment for the position of:

# Communications/Dispatch Supervisor

West Allis Police Department

Rotating Work Schedule of 4 days on, 2 days off (includes Nights, Weekends & Holidays)  
Actual Work Hours Dependent on Assigned Shift



This position is responsible for supervising employees and the operations of a 911 Communications Center.

*Welcome to the City of West Allis...  
an innovative, progressive and ever-evolving  
local government*



## Examples of Duties

- Ensures calls for service are answered timely and efficiently;
- Completes annual performance reviews of dispatchers;
- Answers emergency and non-emergency calls for service;
- Dispatches and tracks Police and Fire units;
- Utilizes software, technology, and other resources to identify and locate people and property for patrol officers;
- Enters arrest warrants into the Crime Information Bureau Database and removes warrants when offenders are arrested;
- Reviews police and fire calls for quality assurance;
- Creates, disseminates, and reviews training procedures and protocols to maintain certifications and standards;
- Prepares schedules and maintains minimum staffing levels to ensure safe and efficient operations;
- Coordinates Suburban Mutual Aid Response Teams (S.M.A.R.T.);
- Processes business and residential burglar alarm permits and fees;
- Maintains database of canceled parking citations;
- Maintains dangerous/prohibited dog files and paperwork;
- Authors and maintains the daily shift briefing training database;
- In the absence of the Communications Manager, responds to dispatching inquiries requiring immediate attention/resolution;
- Resolves concerns/complaints not requiring the involvement of Command Staff of the respective Bureau or Unit;
- Maintains prompt, predictable, and regular physical attendance;
- Provides truthful and accurate written and verbal communications;
- Maintains the ability to competently and credibly testify in court;
- Recommends changes in procedures and processes to improve efficiency;
- Supports initiatives such as strategic planning, LEAN, and innovation;
- Performs other duties as assigned.

## Salary and Benefits

### Salary:

The 2017 hourly rate range is \$23.92 to \$32.81, dependent upon qualifications and experience.

### West Allis Resident Incentive Pay:

An employee who resides within the City of West Allis shall be granted an additional 2% on top of the established pay for their position.

### Benefits:

- Vacation accrual upon date of hire based on the vacation schedule;
- A sickness disability benefit plan;
- 104 hours of holiday time;
- Eligibility for health insurance the first of the month following thirty (30) days of service with choice of a PPO Plan or High Deductible Health Plan (with optional participation in a Health Savings Account) – both plans are contributory and cover the employee and his/her family;
- Fully paid dental insurance covering the employee and his/her family, with eligibility the first of the month following six (6) months of service;
- A dual pension system comprised of the Wisconsin Retirement Fund\*\* and Federal Social Security (both of which are contributory);
- A fully paid life insurance program\*\* with coverage in the amount of the employee's annual salary adjusted to the next highest one thousand dollars, with the option for additional coverage;
- An educational reimbursement plan for the pursuit of job related courses;
- Voluntary benefit programs consisting of Section 125: Flexible Benefits for Dependent Care and Medical Reimbursement, Section 457: Deferred Compensation, TreasuryDirect Payroll Savings Plan for Savings Bonds, Employee Assistance Program (EAP), and Employee Wellness Program.

\*\*The Wisconsin Retirement Fund and Life Insurance Program benefits are provided according to plan guidelines of the State of Wisconsin Department of Employee Trust Funds.

## Minimum Qualifications

### **Training and Experience:**

Associate Degree in Public Safety, IT or related field AND three years of recent paid professional work experience in Emergency or Public Safety Dispatching, including one year of recent supervisory experience; OR an equivalent combination of recent training and relevant paid work experience that would provide the appropriate background to perform the duties enumerated above may be substituted for the Associate Degree. (Deputy Chief of Police – Support Services has final discretion on substitutions.)

Ability to keyboard at 35 words per minute.

Proficient in the use of an office computer/software including, but not limited to, Windows and Microsoft Office applications (Word, Excel, Calendaring, Outlook), etc. Knowledge of Phoenix RMS, Phoenix CAD, and Emergency Medical Dispatching Protocols is desirable.

Possess the emotional intelligence to effectively perform the duties of the position.

Completion of CVMIC's Supervisory Training Series or an equivalent course of instruction within 3 years of appointment to the position. All training and required courses are paid by the City.

Completion of National Incident Management System (NIMS) training, ICS-100 and Independent Study-700, within 6 months of appointment.

Ability to be accessible by cell phone and/or to report to the worksite outside of regular office hours, including, but not limited to, nights, weekends, holidays, etc.

Ability to work nights, weekends, overtime, and odd hours when situations require such duty.

### **Knowledge and Skills:**

Considerable skill in planning, analyzing, and coordinating the work and training of others; knowledge and understanding of State Statutes related to the efficient operation of an emergency dispatch center; good knowledge of municipal operations; solid work ethic, integrity, emotional intelligence, accountability, and initiative; skill in listening, critical thinking, problem analysis, and problem-solving; ability to maintain a high level of confidentiality and handle information with discretion; ability to exercise sound judgment and make sound decisions, particularly when dispensing information; ability to multi-task in a fast paced environment; ability to remain calm under high-stress situations; considerable knowledge of modern public safety dispatch practices, procedures, equipment, and general dispatching principles; comprehensive knowledge of dispatch procedures, forms, terminology, and writing; proficient in the use of an office computer/software; working skill with database programs; ability to quickly adapt and learn specialized and complex software systems and databases; proficient in the use of modern office equipment such as multi-line phone system, calculator, copier, etc.; considerable skill in composing letters or memoranda, preparing reports and establishing and maintaining records, accounts, and files; considerable skill in working independently without specific instructions; comprehensive knowledge of spelling, grammar, punctuation, math skills, business letter writing, and forms; considerable skill in communicating clearly and concisely, both verbally and in writing; ability to establish and maintain effective working relationships with a diverse population of people with varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy, including, but not limited to, supervisors, coworkers, other employees, and the public.

### **Physical Demands:**

Possess the physical capacity to perform the duties of the position including, but not limited to, the following: frequent sitting, walking, and standing; active listening; occasional lifting/carrying up to 50 lbs.; frequent stretching/reaching of arms; frequent arching of neck; occasional physical exertion moving, pulling, or pushing objects or materials up to 50 lbs.; ability to continuously bend, kneel, twist, stoop, squat, sit, etc.; and the ability to focus for long periods of time on projects or while working on computers.

Activity Frequencies

Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

This description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.



## Method of Selection

The first step in the selection process will be a review and evaluation of application materials to identify those candidates who appear better qualified in terms of academic preparation, training, experience, and achievements as these relate to the duties and requirements of the position. To facilitate a fair and accurate evaluation, applicants are encouraged to include in or with their applications, clear and specific details about their qualifications. Although not required and also not a substitution for thorough completion of the application, a submission of a resume along with the application materials is encouraged. A representative number of applicants deemed better qualified in terms of the requirements of the position will be invited to an examination to assess their dispatching and supervisory skills. A select number of candidates who achieve a passing score will be invited to an oral interview and rated further. Upon completion of the testing process an eligibility list will be established and a conditional offer of employment will be made.

## Post-Offer Drug Test/Police Record Check/Probationary Period

Persons offered employment must pass a post-offer drug test as well as a thorough Police Record Check as a condition of employment. The City of West Allis is an at-will employer. All appointments are subject to a probationary period of twelve (12) months; however, employment may be terminated at any time for any reason.

## How To Apply

Application forms, available online at [www.westalliswi.gov/careers](http://www.westalliswi.gov/careers), or from the West Allis Police Department, 11301 W. Lincoln Ave., West Allis, WI 53227, or by calling Lieutenant Chris Beldin at 414/302-8005. Completed applications must be received by the Police Department **NO LATER THAN 4:00 PM, MAY 31, 2017**.

Please note: A job interest card may not be substituted for the application form.

Visit our website at [www.westalliswi.gov](http://www.westalliswi.gov) for further information on the City of West Allis.



The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

17-17 (R); 5-3-2017



[www.westalliswi.gov](http://www.westalliswi.gov)



# APPLICATION FORM

## ATTENTION APPLICANTS - PLEASE READ

Following are important points to know about the City of West Allis application process:

1. **Applications must be completed in full.** Applications not completed in full may be subject to disqualification.
2. A completed application form is required. You may supplement the application form with a resume; however, providing a resume does not exclude you from completing the application form in full.
3. It is to your advantage to be clear and thorough when completing the application, as it is the only means the City has of reviewing your qualifications for employment. We cannot assume more than what you tell us.
4. If you faxed or emailed your application, you still need to mail in or drop off the original in order to be considered for employment.
5. After all the applications are reviewed, the most qualified candidates will be invited to participate in other phases of the hiring process. All applicants are evaluated on job-related factors only.
6. If you will be unavailable (e.g., out of town) within the next 90 days, please indicate the dates you will not be available on the front section of the application form. Dates of unavailability will be reviewed to determine if any accommodations are feasible.
7. It is the policy of the City of West Allis to provide reasonable accommodations for qualified individuals with disabilities who are applicants for employment. If you are a qualified individual with a disability and need a reasonable accommodation in the testing or interview phase of our hiring process, please contact the Human Resources Department at (414) 302-8270 or e-mail [jbarwick@westalliswi.gov](mailto:jbarwick@westalliswi.gov) at least 72 hours (i.e., three (3) work days) in advance. Each request for accommodation will be reviewed on a case-by-case basis and accommodated unless it is determined to be unreasonable.
8. If you are having problems completing the application form or have any questions or concerns, contact the Human Resources Department.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

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**(APPLICANT MAY RETAIN THIS PAGE)**

TEAR HERE

TEAR HERE

TEAR HERE





Human Resources Department  
7525 West Greenfield Avenue  
West Allis, Wisconsin 53214

Exam No. \_\_\_\_\_

Telephone: 414-302-8270  
Fax: 414-302-8275  
www.westalliswi.gov

**City of West Allis**  
An Equal Opportunity Employer

## APPLICATION FOR EMPLOYMENT

**IMPORTANT:** READ THE INSTRUCTIONS CAREFULLY BEFORE FILLING OUT YOUR APPLICATION. EXCEPT WHERE NOTED, ALL REQUESTED INFORMATION MUST BE FURNISHED. THE INFORMATION YOU GIVE WILL BE USED TO DETERMINE YOUR QUALIFICATIONS FOR EMPLOYMENT. PLEASE TYPE OR PRINT.

Dates of unavailability (If you are planning to be out-of-town within the next 90 days, please indicate the dates you will not be available):  
\_\_\_\_\_

Position applied for \_\_\_\_\_

Name \_\_\_\_\_  
(LAST) (FIRST) (MIDDLE)

Social Security Number \_\_\_\_\_

Other names under which you have been legally known \_\_\_\_\_

Address \_\_\_\_\_  
(STREET) (CITY) (STATE) (ZIP)

Phone Number: Home \_\_\_\_\_ Cell \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Are you at least 18 years old?  Yes  No

Do you have the legal right to live and work in the United States?  Yes  No

Do you wish to have the information contained in your application materials remain confidential as permitted by law?  Yes  No

If the job requires use of a motor vehicle, do you have a valid Wisconsin Driver's License?  Yes  No

If the job requires use of a Commercial Driver's License (CDL), do you have a valid CDL?  Yes  No

List CDL classification(s) and/or endorsement(s) \_\_\_\_\_

### MILITARY SERVICE:

Have you ever served in the U.S. Armed Forces, National Guard or Military Reserves?  Yes  No

Dates of Duty: From \_\_\_\_\_ To \_\_\_\_\_  
MM / DD / YYYY MM / DD / YYYY

To receive credit for veteran's preference points, you will be required to provide a copy of your DD Form 214 upon request.





If you were discharged for cause from any employment, state the details:

List any equipment, machines, tools, or computer software you are skilled in using:

**VIOLATIONS OF LAW: A Police background check may be conducted prior to a job offer.**

Are you currently subject to a pending charge?  Yes  No

If yes, what is the pending charge?

Have you ever been convicted of operating a vehicle while intoxicated (OWI)?  Yes  No

Have you ever been convicted of any violations of law excluding minor traffic violations?  Yes  No

If you answered yes to either of the questions above, list and specify what you have been convicted of, date and location of conviction, and the penalty imposed:

**(The City, as a matter of explicit policy, does not use pending charges or convictions as the sole criteria in its employment decisions; they will be considered only if there is a substantial relationship to the circumstances of the particular job or if bondability is at issue.)**

Have you applied with the City of West Allis before?  Yes  No If yes, for what position(s) and when?

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**CERTIFICATION AND AGREEMENT**

I certify that answers given by me to the foregoing questions and statements are true and complete to the best of my knowledge. I understand and agree that any misstatements or omissions herein subject me to disqualification or dismissal.

I authorize the City of West Allis to make such investigations and inquiries of my employment, character, qualifications, and medical history as may be necessary in arriving at an employment decision. I hereby release all employers, companies, schools or persons from all liability in responding to such inquiries made in connection with my application.

I further understand that in the event of employment by the City of West Allis, the City is an at-will employer and I may be terminated at any time for any reason.

\_\_\_\_\_  
(DATE)

\_\_\_\_\_  
(SIGNATURE OF APPLICANT)

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**(FOR HR OFFICE USE ONLY)**

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





ADDITIONAL INFORMATION
This form MUST be returned with your application materials.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status.

To help us comply with Federal/State Equal Employment Opportunity record keeping and other legal requirements, please answer the questions below.

Position applied for \_\_\_\_\_ Social Security Number \_\_\_\_\_
Name \_\_\_\_\_ (LAST) (FIRST) (MIDDLE)

COMPLETION OF THIS PART OF THE FORM IS VOLUNTARY. The information you provide will not be used in the decision to hire. If you choose not to complete this section, proceed to the bottom of the form for your signature and date.

Sex: [ ] Male [ ] Female Birthdate \_\_\_\_/\_\_\_\_/\_\_\_\_ Age \_\_\_\_\_
MM / DD / YYYY

Veteran Status: [ ] Veteran [ ] Non-Veteran [ ] Disabled Veteran, Disability Rating \_\_\_\_\_%

Ethnic Group:

- [ ] Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish Culture or origin, regardless of race.
[ ] White (Not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
[ ] Black or African American (Not Hispanic or Latino) - A person having origins in any of the black racial groups of Africa.
[ ] Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
[ ] Asian (Not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
[ ] American Indian or Alaskan Native (Not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
[ ] Two or More Races (Not Hispanic or Latino) - All persons who identify with more than one of the above five races.

Do you consider yourself to be disabled? [ ] Yes [ ] No

[A disabled individual is: any person who has a physical or mental impairment which substantially limits one or more of such person's major life activities, or has a record of such impairment or is regarded as having such impairment. Major life activities which might be substantially limited by such impairment include: walking, talking, or otherwise communicating, self-care, socialization, work training, employment, transportation or adaptation to housing (these are examples only).]

If yes, what is the disabling condition? \_\_\_\_\_

What limitations does this condition impose on major life activities? \_\_\_\_\_

How did you hear about this job? (Please specify where applicable.)

- [ ] Milwaukee Journal/Sentinel [ ] Job Service [ ] School \_\_\_\_\_
[ ] Spanish Journal [ ] City Cable Channel [ ] Community/Minority Organization \_\_\_\_\_
[ ] City Website [ ] Bulletin Board/Walk-In [ ] Social Media Source \_\_\_\_\_
[ ] Interest Card/E-Notify Me [ ] Employee [ ] Other Website \_\_\_\_\_
[ ] Job Hotline [ ] Word of Mouth [ ] Other \_\_\_\_\_

The above-completed information is true to the best of my knowledge:

\_\_\_\_\_(DATE) \_\_\_\_\_(SIGNATURE)