

# MILWAUKEE COUNTY JOB EVALUATION QUESTIONNAIRE

This form is designed to assist you in describing your departmental job. You are asked to fill this form out to outline the essential duties and responsibilities; and identify the knowledge, skills and abilities required to successfully perform the job. This form is used to request new job classifications, review current classifications, reclassifications, reallocations, and general updates to the job description. **Note:** It is the job that is being evaluated, not the position/incumbent. Thank you for your cooperation.

#### **GENERAL INSTRUCTIONS:**

Department (High Org):

1. Before beginning, please look over the entire questionnaire. Each question should be answered completely and accurately. If a question does not apply to this job, please indicate "N/A" (Not Applicable).

Division (Low Org):

4801

2. To complete the questionnaire, please type and/or select your responses.

4800

3. If you wish to make additional comments, please use the space available in the "Additional Comments" section on page 6 of this questionnaire.

### A. JOB IDENTIFICATION INFORMATION:

Contact for this Study	Name: Kinnyetta Patte	erson	Email: KINNYETTA.PATTERSON@MILWAUKEECOUNTY				
Title: 911 DIVISION DIRE		Phone: 414-278-4765					
Current Job Title:	911 Dispatcher-Hourly						
Job Reports To:	Title: OEM 911 Commi	unications Division Direct	or				
Dogwood Turner	Establish New	Review Reclassi	fication Reallocation	☐ Update Description			
Request Type:	Other, Specify						
B. JUSTIFICATION STA	TEMENT:						
1. Attach an organi	zational chart.						
2. Explain the even	ts or changes that made this r	equest necessary.					
C. ABOUT THE JOB:							
Job Status:	Regular Full-Time	Regular Part-Time		Contract			
Shift:	☐ Day	Evening	Night	Other: ALL Shifts			
Hours Per Week:	>40 Hours	32-40 Hours	20-32 Hours	<20 Hours			
Travel: No If Yes, % Travel 1							
Will This Job Supervis	Will This Job Supervise/Manage? □ Supervise □ Manage ☑ N/A # of Direct Reports: 0						

# D. JOB SUMMARY:

Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing **What** the job is, **What** its major objective is, and **Why** does it exist.

A 911 Dispatcher is responsible for answering 911 and administrative calls, dispatching Milwaukee County Sheriff's Office Squads using Computer Aided Dispatch, effectively operating the radio system. A Dispatcher is responsible for Officer and public safety by using proper judgment assigning the appropriate level of Agency/MCSO resources. Records all activities of squads in real time.

	<b>ESPONSIBILITY LIST</b> : Please describe the major elements of the job. List only the major functions, separately, in order of importan or two line descriptive statement for each duty so that it can be understood by someone not familiar with this kind of work.	
	kimate percentage of allocated work time for each functional work activity (Round to the nearest 5%). We do not need to know	_
	on is to be performed, but rather, WHAT it is to be performed. Percentages should add up to 100%	
	Job Duty: Answering emergency 9-1-1 calls and incoming Administrative lines	% of Time:
	Original New New	25
1.	Descriptive: Operate the 911 emergency answering phone system efficiently. Create an incident in CAD for all incoming calls a	
	maintain generated incidents. Perform on call notifications, maintain highway log, monitor entrance points and a	ılarm
	systems.	0/ af Times
	☑ Original ☐ New Job Duty: Dispatching	% of Time: 20
2.	Descriptive: Operate the Computer Aided Dispatch system and radio system, provide prompt dispatching of MCSO Freeway S	
	Query TIME system for warrants. Notify other County departments (i.e. Facilities, Hwy, Parks, etc.) and other Age	-
	(Tow Vendors, etc.).	
	☑ Original ☐ New Job Duty: Dispatch Courts/DA/Inst Squad, etc	% of Time:
	Original New	20
3.	Descriptive: Monitor and dispatch auxillary radio talk groups efficiently: Courts, DA Investigators, Parks (TEU), Rangers, Institu	
	Grounds, F2 (All call), CID and Civil Process units. Query vehicle plates, VINS, and operators for warrants. Maintain accountability for all deputies.	n
		% of Times
	☐ Original ☐ New ☐ New ☐ Job Duty: Request and Receive TIME System Portal Messages	% of Time: 5
4.	Descriptive: Disseminates information on vehicle, driver license, criminal history, weapons, boats and other articles via local,	
	national computer networks. Monitor TTY's, forward to proper authorities, maintain accurate outgoing TTY log. I	
	reports as needed.	
	☐ Original ☐ New	% of Time:
		5
5.	Descriptive: Disseminate emergency notification messages via Everbridge. Make emergency notifications to appropriate Com	
	Staff, DA Supervisors and Master Control. Receive NAWAS, state and federal defense calls and relay information appropriate city, county, and suburban agency.	1 to
	Joh Duty: Monitor Department of Transportation (DOT) Cameras	% of Time:
	Original New	5
6.	Descriptive: Monitor all DOT traffic cameras and assist law enforcement agencies by reporting site pictures for information	
	dissemination. Learn Freeway system thoroughly.	
	☐ Original ☐ New	% of Time:
_		5
7.	Descriptive: Ninety percent (90%) of all incoming calls will be answered within 10 seconds.  Priority 1 incidents will be dispatched within 90 seconds. ("Stack to Dispatch Time").	
	Login to all programs daily. Send weekly Everbridge test message.	
	Ioh Duty: Monitor Honeywell alarms	% of Time:
	Original New	5
8.	Descriptive: Monitoring duress alarms for the Courthouse, Safety Building, Institutions, all County buildings with alarm system	ns.
	Acknowledge and dispatch law enforcement to alarms. Notify deputies of incoming alarms under all circumstance	es to
	ensure situational awareness	
	☐ Original ☐ New ☐ New ☐ Job Duty: Stress Management	% of Time:
9.		5
Э.	Descriptive: The ability to work in a high tempo and noisy environment while under duress. The dispatcher must be resilient to never-ending stresses for the duration of their shift to ensure Officer and Public Safety, discipline and effective w	
	relationships with all staff.	-6
	Joh Duty: Perform Various Other duties	% of Time:
	☐ Original ☐ New	5
10.	Descriptive: Perform Dispatch Assisted Bystander CPR when needed; Monitor garage access to SB, participate in Job Shadowi	ing and
	Training; Maintain situational awaress and business acumen.	

Please list all equipment, tools or materials	Frequency			
required to perform the job along with the	Daily	Weekly	Monthly	Type of Equipment
frequency.				
Machinery: (i.e. Vehicles, Motorized     Equipment, Heavy Machinery, etc)				
2. Hand Tools/Instruments: (i.e. Power Tools,	Х			VESTA 9-1-1 system, CAD system, OASIS radio
PC's, office or laboratory equipment,				system, Microsoft Excel
weapons, etc.)				
3. Driving required? ☐ Yes ☐ No				

3. C	Priving required? Yes X No
G. JOI	B COMPETENCIES
Inter	rnal Contacts: Please select all that apply.
$\boxtimes$	Contact with employees or others primarily at a routine level involving basic information exchange.
$\boxtimes$	Contact with peers and others involving explanation of information (these contacts may be within or outside department or division), and the gathering of factual information. May include the communication of sensitive or confidential information.
$\boxtimes$	Contact across departments or divisions with employees involving persuasion of others, absent formal authority, to conform to a policy interpretation or recommended course of action.
	Contact that requires a high degree of authority in securing understanding and cooperation of multiple departments or interests.
Exte	rnal Contacts: Please select all that apply.
	No contact with people outside the organization.
	Limited external contact to: gather information, answer queries, or ask assistance.
$\boxtimes$	Frequent external contact to: gather information, answer queries, or ask assistance.
$\boxtimes$	External contact involving a requirement to maintain a continuing external working relationship with individuals, or organizations.
$\boxtimes$	External contact involving the initiation and maintenance of relationships that can have a significant effect on the success of the organization.
	munication Skills: Select the level of language (ability to read, write and speak needed to successfully accomplish the essential duties of the Please select all that apply.
$\boxtimes$	Read, write and comprehend simple instructions, short correspondence and memos.
$\boxtimes$	Read and interpret safety rules, operating/maintenance instructions and procedure manuals.
$\boxtimes$	Write routine reports, correspondence, and speak effectively before both internal and external groups.
$\boxtimes$	Read, analyze, and interpret business manuals, technical procedures and/or government regulations.
	Read, analyze, and interpret scientific and technical journals, financial reports and legal documents.
	Prepare and/or present written communications that pertain to controversial and complex topics.
Deci	sion-Making: Please select only one of the following:
	Requires minimal decision-making responsibility.
$\boxtimes$	Regularly makes decisions involving how a project or operation will be conducted (i.e. sequence or method), and generally from an available set of alternatives or precedents.
	Regularly makes decisions of responsibility, involving evaluation of information. Decisions may require development or application of alternatives or precedents.
	Regularly makes significant decisions and final results, typically affecting the entire department. Available guides or precedents are limited. Has authority over the allocation of resources.
	Significant responsibility for decisions and final results, affecting more than one department or a department with multiple units.  Substantial analysis is required and many factors must be weighed before a decision can be reached.
	Major responsibility for decisions and final recommendation, which may result in the formulation of strategic plans of action to achieve the broad objectives for the organization.
	Primary work responsibility involves the long-range future including the scope, direction and goals of the organization.

Com	plexity, Judgment and Problem Solving: Please select all that apply.			
	Work of a relatively routine nature. Requires the ability to understand and follow instructions.			
$\boxtimes$	Structured work, following a limited variety of standard practices.			
$\boxtimes$	Generally structured work, but involving a choice of action within limits of standard policy and procedures.			
$\boxtimes$	Generally diversified and moderately difficult work. Requires judgment in the adaptation and interpretation of established practices and procedures to meet problems and situations to which the application is not clearly defined.			
	Typically difficult or complex work. Generally governed by broad instructions and objectives usually involving frequently changing conditions and problems.			
	Work requires the ability to plan and perform work in light of new or constantly changing problems, work from broad instruction, and deal			
	with complex factors not easily evaluated. Decisions require considerable judgment, initiative, and ingenuity in areas there is little precedent.			
	Work requires the ability to act independently in the formulation and administration of policies and programs for major departments or functions.			
Supe	ervisory/Managerial: If applicable, select the appropriate level of responsibility.			
	Level 1 General instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead			
	worker". Functional supervision only.			
	Level 2 Recommends personnel actions (hiring, termination, pay changes). Involves scheduling, supervision, and evaluation of work of			
	employees who perform similar work assignments.			
	Level 3 Scheduling, supervision, and evaluation of work as a "manager" of the first line supervisors; or perform supervision of workers who			
	perform distinct and separate blocks of work.			
	<b>Level 4</b> Scheduling, supervision, and evaluation of work as a superior of "managers". Administers through subordinate managers,			
	departmental multi-function programs or operations.			
	<b>Level 5</b> Scheduling, supervision, and evaluation of work as a superior of those in level 4.			
List t	the names of the Department(s)/Division(s) supervised/managed by this job:			
	• n/a			
Are t	there subordinate supervisors/managers reporting to this job?			
Fisca	Il Responsibility:			
Resn	onsible for annual operating hudget for department(s)/division(s)?			

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### H. WORKING CONDITIONS

What are the physical, mental and environment demands for this job? Functions identified must coincide with the descriptive statement of essential duties and responsibilities for this job. The functions should focus on what is to be done and the processes traditionally used to achieve end results. For each of the following functional requirements, indicate the frequency in which it occurs in this job.

PHYSICAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Standing			$\boxtimes$			
Walking/Running			$\boxtimes$			
Sitting						$\boxtimes$
Reaching					$\boxtimes$	
Climbing		$\boxtimes$				
Driving		$\boxtimes$				
Bending/Kneeling	S		$\boxtimes$			$\boxtimes$
Hearing						$\boxtimes$
Talking						$\boxtimes$
Visual						$\boxtimes$
Typing						$\boxtimes$
Fine Dexterity						$\boxtimes$
Manual Dexterity						$\boxtimes$
Upper Extremity I	Repetitive Motion					$\boxtimes$
Lifting/Carrying	50 lbs.		$\boxtimes$			
Pushing/Pulling	50 lbs.		$\boxtimes$			
NON-PHYSICAL DEMANDS		N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Analysis/Reasonir	ng					$\boxtimes$
Communication/I						
Math/Mental Cor						
Reading						$\boxtimes$
	Activity (i.e. auditing, problem					
solving, grant writin	ng, composing reports)					
Writing						
Other:						
ENVIRO	DNMENTAL DEMANDS	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Work Alone						$\boxtimes$
Frequent Task Ch	anges					$\boxtimes$
Tedious/Exacting	Work					$\boxtimes$
High Volume Pub	lic Contact					$\boxtimes$
Dust			$\boxtimes$			
Temperature Extremes		$\boxtimes$				
Loud Noises						$\boxtimes$
Physical Danger		$\boxtimes$				
Toxic Substances (i.e. solvents, pesticides, etc.)		$\boxtimes$				
Other:						
WORK SCHEDULE: Please select all that apply.						
Routine shift hours. Infrequent overtime, weekend, or shift rotation.						
	Regular and/or frequent on-call availability.					
Nature of work frequently requires irregular, unpredictable or particularly long hours. (I.e. covering double shifts, etc.)						

DEM	ANDS/DEADLINES: Please select all that apply.
	Little or no stress created by work, employees, or public.
	Occasional stress due to deadlines or workload because of intermittent or cyclical work pressures, or occasional exposure to distressed
	individuals within the immediate work environment.
$\boxtimes$	High volume and variable work demands and deadlines impose strain on routine basis or considerable stress intermittently; OR regular
	direct contacts with distressed individuals within the immediate work environment; and/or exposure to demands and pressures from
	persons other than immediate supervisor.
$\boxtimes$	Work requires frequent, substantive contacts with people in highly stressful situations; delicacy and unpredictability of contacts routinely
	creates considerable strain or heavy stress regularly.

## I. EDUCATION, EXPERIENCE AND LICENSE

<u>EDUCATION</u>				
Please indicate the MINIMUM educational leve	Please indicate the MINIMUM educational level required:			
HS Diploma/GED				
Associate's Degree	Area of specialization/major:			
Bachelor's Degree	Area of specialization/major:			
Graduate Degree	Area of specialization/major:			
Post Graduate Degree (PhD)	Area of specialization/major:			
Professional Degree (Law, Medicine, etc.)	Area of specialization/major:			
Other:	Please indicate:			
WORK EXPERIENCE Please indicate the MINIMUM number of years of practical experience required.				
☐ No experience				

Three to live years	Areu(s) of experience.
Five or more years	Area(s) of experience:
SUPERVISORY/MANAGEME	ENT EXPERIENCE
Please indicate the MINIMU	IM number of years of supervisory/management experience required.
No experience	
Less than one year	Area(s) of experience:
One to three years	Area(s) of experience:
Three to five years	Area(s) of experience:

# Five or more years LICENSE/CERTIFICATION:

Less than one year

One to three years

What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training:

*Area(s) of experience:* 

*Area(s) of experience:* 

Must pass a Milwaukee County background check and drug test conducted by either HR, HOC or the MCSO.

Area(s) of experience: \*see additional comments

TIME certification within 3 months of hire.

## J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that you feel would be helpful in understanding the job.

- Must be available to work one shift a week and at least one holiday a year, required.
- At least one (1) year experience as a previous emergency communications telecommunicator and experience in receiving calls for emergency service or Police / Fire EMS dispatching and radio communication is required.
- Technical training in Police/Fire Emergency Medical Services (EMS) or Radio Communications.

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K. SIGNATURES:

SUPERVISOR'S/MANAGER'S CONFIRMATION:				
I have completed and/or reviewed the contents of this job evaluation questionnaire and consent to its accuracy.				
Supervisor/Manager Signature:	Date: 6/24/2022			
Department/Division Head Signature:	Date: 6/24/2022			

Email the completed form to: <a href="mailto:HRCompensation@milwcnty.com">HRCompensation@milwcnty.com</a>. Please ensure the subject line includes the request type and Department (High Org.) number. (I.e. 2013 STUDY 1140)

Received by Human Resources - Compensation Department Initials: Date:
Analyzed by Human Resources - Compensation Department Initials: Date: