



GENERAL DUTIES: The primary function of the clerk/dispatcher is to receive and dispatch emergency and non-emergency requests for police, fire, and emergency medical services. Clerk/dispatchers handle public inquires at the transaction window; accept payments for fines, stipulations, bails, parking permits, licenses, etc. They operate police radio communications and all TIME System telecommunications equipment; maintain department records using both computerized and manual filing systems and monitor municipal lock-up facilities via closed circuit television.

KNOWLEDGE, SKILLS & ABILITIES SUMMARY: (not limited to) The ability to read, write, and speak English fluently; speak clearly; hear and understand radio, telephone, and verbal communications; vision capable of reading documents and operating the equipment in the work area; ability to sit for long periods of time and work in an enclosed area; ability to remain in control and work under stressful situations; ability to mentally retain information on a short and long term basis; ability to comprehend and follow oral and written instructions and to think and react quickly in all types of situations; ability to organize and execute assigned tasks; ability to compile, analyze, record and assemble data and information in a meaningful and effective manner and make good decisions and judgments; ability to perform several functions in rapid succession or at the same time; ability to tactfully and courteously communicate with callers in emergency situations and/or altered mental states; ability to learn and operate various types of equipment used in the assigned duties; ability to learn and apply the proper methods, techniques, procedures, rules, regulations, and policies governing call taking; and **must be able to work with little or no supervision.**

MINIMUM QUALIFICATIONS: U.S. citizen; Minimum age - 18; High school diploma; No felony convictions; good moral character. Candidates must also be able to work mandatory overtime.

DUTY HOURS: Fulltime rotating schedule 5 on 2 off 4 on 2 off. Current open shifts – Early (3pm to 11pm) Late (11pm-7am).

SALARY & BENEFITS: Salary and benefits are established by the Village Personnel Board. The wage range consist of four steps starting at \$23.15 per hour to \$29.67 depending on prior law enforcement dispatch qualifications. This position will require a training period depending on the level of experience. Training will be completed on a fulltime work schedule. Questions about training can be directed to Holly Young at holly.young@westmilwaukee.wi.gov

BENIFITS

- Health Insurance
- Dental Insurance
- Vacation
- Sick Leave
- 11 Paid Holidays
- Wisconsin Retirement System
- Life Insurance
- Deferred Compensation Plans

Application materials are available at <http://www.westmilwaukee.org>; via email from holly.young@westmilwaukee.wi.gov. The applications will be processed as they come in.

The Village of West Milwaukee is an Equal Opportunity Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veteran's 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.