



City of West Allis

Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
2005-0114	Request	In Committee
Communication from Police Chief Dean Puschnig requesting approval of the upgrade of the Dispatch Trainer position.		
Introduced: 3/1/2005		Controlling Body: Administration & Finance Committee

COMMITTEE RECOMMENDATION

officer

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>MAR 01 2005</u>		<input checked="" type="checkbox"/>	Barczak	<input checked="" type="checkbox"/>			
			Czaplewski	<input checked="" type="checkbox"/>			
			Dobrowski				
	<input checked="" type="checkbox"/>		Kopplin	<input checked="" type="checkbox"/>			
			Lajsic	<input checked="" type="checkbox"/>			
			Narlock				
			Reinke	<input checked="" type="checkbox"/>			
			Sengstock				
			Vitale				
			Weigel	<input checked="" type="checkbox"/>			
			TOTAL	<u>5</u>	<u>0</u>		

SIGNATURE OF COMMITTEE MEMBER

[Signature]
Chair

Vice-Chair

Member

COMMON COUNCIL ACTION

APPROVAL

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>MAR 01 2005</u>	<input checked="" type="checkbox"/>		Barczak	<input checked="" type="checkbox"/>			
			Czaplewski	<input checked="" type="checkbox"/>			
			Dobrowski	<input checked="" type="checkbox"/>			
			Kopplin	<input checked="" type="checkbox"/>			
			Lajsic	<input checked="" type="checkbox"/>			
			Narlock	<input checked="" type="checkbox"/>			
			Reinke	<input checked="" type="checkbox"/>			
		<input checked="" type="checkbox"/>	Sengstock	<input checked="" type="checkbox"/>			
			Vitale	<input checked="" type="checkbox"/>			
			Weigel	<input checked="" type="checkbox"/>			
			TOTAL	<u>10</u>	<u>0</u>		



CITY OF WEST ALLIS

WISCONSIN



DEPARTMENT OF POLICE

Dean Puschnig
Chief of Police

February 18, 2005

Members of the Administration and Finance Committee
West Allis, Wisconsin 53214

RE: Upgrade of Position - Dispatcher Trainer

Dear Members of the Committee:

At their last meeting the Police and Fire Commission approved the upgrade of the Dispatch Trainer position. It was necessary to upgrade this position because of the job responsibilities involved with training new employees in our Communications Center. Additional background information on this issue is included below.

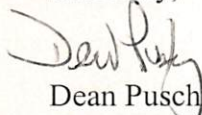
Over the last several years, we have experienced regular turn over in our Communications Center. Because of this we had to hire and train new part time dispatchers almost on a year round basis. Due to outside work schedules, liability concerns, the complexity of the training and equipment involved a new employee is sometimes in training for up to eight months.

After evaluating this procedure, I recommended the creation of this position. After reviewing other positions within the Collective Bargaining Unit it was determined that this new position should be paid at the A-15 rate of pay. At the present time, Dispatchers are paid at the A-13 rate, this would result in an increase of approximately \$2,000 annually. I have included for your review a new job description for this position.

Last month, I met with the Tad Polowiz the President of Local 80 to discuss this proposal. We both agreed that the Dispatcher who has been training new employees should fill this position. It should be noted that I also previously discussed this matter with Sue Brees and Paul Ziehler.

Thank you, for your attention in this matter. Should you have any questions, please don't hesitate to contact me.

Sincerely,


Dean Puschnig
Chief of Police

cc Sue Brees
Paul Ziehler



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CLASS TITLE: Police / Fire Dispatcher - Trainer

JOB SUMMARY: Under the direction of the Communications Bureau Supervisor performs work of considerable difficulty, with responsibility for receiving telephone requests for the police and fire departments and dispatching emergency and non-emergency personnel. Assists sworn officers in planning, developing and organizing efficient and effective training program, responsible for the training of new (full time and part time) dispatchers including the scheduling, planning, and coordination of all training in the Communications Center. Performs administrative and clerical work assignments related to new Dispatcher training, confers with Communications Bureau Supervisor related to the progress of new employees.

NATURE OF WORK: In addition to the training aspects of the position an employee in this classification is responsible for receiving and dispatching recorded emergency and non-emergency requests for police and fire services. Dispatchers handle basic public inquiries, operate police/fire radio communications equipment and all automated telecommunication equipment. Work is reviewed by a supervisor to insure accuracy and conformance to policy. Dispatchers must be available to work evenings, weekends, holidays and long and odd hours when required. Regular and predictable attendance is an essential function of this classification.

DUTIES: Typical duties include: Informing the Communications Bureau Supervisor of all training issues surrounding new dispatchers including the progress of all new employees, develops and maintains a variety of related training records, forms and files; answer incoming telephone calls and assess circumstance: gather information; advise caller; prioritize and dispatch police and fire personnel to required locations; accurately relay information utilizing police/fire radio communications equipment to public safety personnel; maintain composure under stressful situations while monitoring multiple conversations and performing multiple tasks; operate telecommunications computer and automated office equipment; monitor jail and other closed circuit surveillance equipment; type various reports and updates; continually inspect work area for proper equipment operations and promptly notify supervisor of any malfunctions.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of grammar, spelling and punctuation; thorough knowledge of modern office procedures, practices and equipment; considerable knowledge of regulations, procedures and services of the public safety departments; ability to deal effectively, courteously, professionally and tactfully with co-workers and the public; ability to maintain confidentiality of all city and department related matters; ability to accurately maintain records; ability to maintain a business like appearance in the Communication's Center, including minor housekeeping duties; ability to work independently and cooperatively as part of a team; ability to promptly learn and comply with policies, procedures, orders, rules, and directives; ability to promptly acquire proficiency in the operation of telephone, computer, teletype and other systems and equipment utilized in the performance of this position; ability to type at a reasonable rate of speed in accordance with the special needs of the department, and perform other duties and tasks as assigned.

MINIMUM REQUIREMENTS:

One year of college / vocational school coursework in a communications related field (Police Science or Fire Technology is acceptable) and three years of recent progressively responsible work experience as a dispatcher or in a similar communications related capacity. Good moral character as determined by thorough background investigation.

PHYSICAL REQUIREMENTS:

Clear and impediment-free speech.

Uncorrected/corrected vision to operate/read all CRT monitors, printers, facsimile transmissions, and other documents, records, etc., associated with the clerical and dispatching functions of the department under normal, urgent or emergency conditions.

Necessary hearing ability to monitor telephones, radio transmissions / scanner receptions, & conversations simultaneously.

Stand, walk, sit, stoop, kneel, crouch, bend, reach, feel, and twist.

Lift, carry, push/pull 10 lbs. or less.

Dexterity to handle, grasp and operate, office equipment, radio and telecommunications and telephone systems; file, type, write, etc.

Ability to withstand loud noises such as alarms, sirens, and air horns.