

ENROLLED ORDINANCE 161-22

ABOLISH ONE REGULAR FULL-TIME POSITION OF PROGRAMS AND PROJECTS ANALYST AND CREATE ONE REGULAR FULL-TIME POSITION OF OPERATIONS AND TRAINING MANAGER IN THE DEPARTMENT OF EMERGENCY PREPAREDNESS

WHEREAS APCO has recently completed a review of the Communications Center operations and has made a number of recommendations to improve those operations, and

WHEREAS one of the recommendations calls for the creation of a position to oversee the day to day operations of the center and to coordinate the training efforts needed by the center, and

WHEREAS there is a current position of Programs and Projects Analyst funded in the budget which is currently unfilled.

THE COUNTY BOARD OF SUPERVISORS OF THE COUNTY OF WAUKESHA DOES ORDAIN that effective upon final approval of this ordinance, one regular full-time position of Programs and Projects, Step Range 9, \$21.01-26.84, be abolished and one regular full-time position of Operations and Training Manager, Open Range 13, \$34.99-\$43.02, be created in the Department of Emergency Preparedness.

**ABOLISH ONE REGULAR FULL-TIME POSITION OF PROGRAMS AND PROJECTS ANALYST  
AND CREATE ONE REGULAR FULL-TIME POSITION OF OPERATIONS AND TRAINING  
MANAGER IN THE DEPARTMENT OF EMERGENCY PREPAREDNESS**

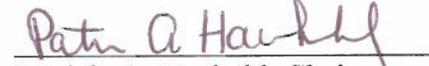
Presented by:  
Personnel Committee

Approved by: Judiciary &  
Law Enforcement Committee

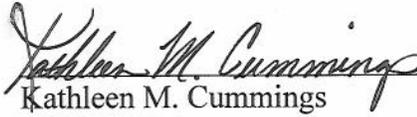
Approved by:  
Finance Committee

  
Duane E. Paulson, Chair

  
Bonnie J. Morris, Chair

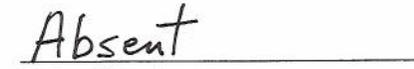
  
Patricia A. Haukohl, Chair

  
Thomas Bullermann

  
Kathleen M. Cummings

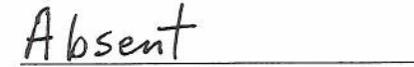
  
Donald M. Broesch

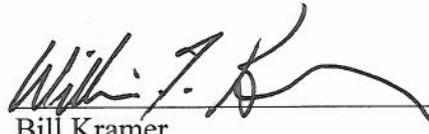
  
Peter Gundrum

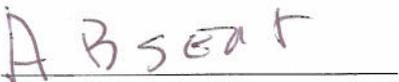
  
Absent  
Peter Gundrum

  
Genia C. Bruce

  
Robert B. Hutton

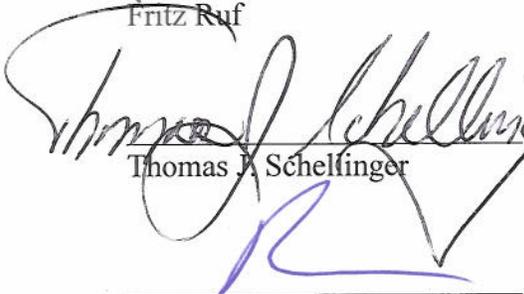
  
Absent  
Keith Harenda

  
Bill Kramer

  
Absent  
Fritz Ruf

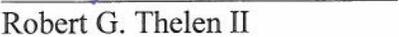
  
Rick Stevens

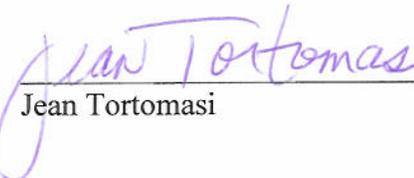
  
Pamela Meyer

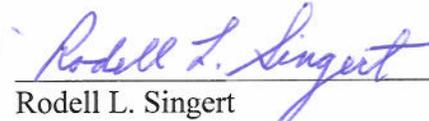
  
Thomas J. Schellinger

  
Absent  
David W. Swan

  
Ted Rolfs

  
Robert G. Thelen II

  
Jean Tortomasi

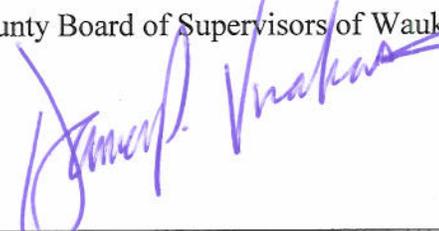
  
Rodell L. Singert

The foregoing legislation adopted by the County Board of Supervisors of Waukesha County, Wisconsin, was presented to the County Executive on:

Date: 7/3/06,   
Kathy Nickolaus, County Clerk

The foregoing legislation adopted by the County Board of Supervisors of Waukesha County, Wisconsin, is hereby:

Approved: X  
Vetoed: \_\_\_\_\_

Date: 7/6/06,   
Daniel P. Vrakas, County Executive

## OPERATIONS AND TRAINING MANAGER

### FUNCTION OF THE JOB

Under direction, to supervise, plan, organize, coordinate and manage the functions within the consolidated emergency telecommunications operations center; to serve as the training coordinator for the center; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Responsible for the operation of the communication center including the investigation and evaluation of system complaints from communities and the public, development of recommendations for solutions when necessary to ensure the quality, reliability, and timeliness of services provided.
2. Responsible for the operation of the communication center including the investigation and evaluation of system complaints from communities and the public, development of recommendations for solutions when necessary to ensure the quality, reliability, and timeliness of services provided.
3. Establishes, reviews, revises, and administers proper work methods, policies, procedures, and schedules to ensure effective and efficient operations.
4. Assists in the development and monitoring of the communication center budget.
5. Monitors periodic performance testing of electronic and mechanical equipment; coordinates purchase of, repair to, and modifications of communications center equipment; assists in planning for growth expansion.
6. Sets expectations of quality service delivery and customer satisfaction, then follows through with proactive performance management, training programs, team building, and application of available technology and industry best practices.
7. Represents the department to local governments and private entities, works with various committees, officials, agencies, and the general public; and furnishes information regarding the operation of the dispatch functions.
8. Develops and implements policies and procedures related to police, fire and emergency medical service telecommunications.
9. Develops and implements policies and procedures related to police, fire and emergency medical service telecommunications.
10. Researches, negotiates, coordinates and monitors contracted services to provide employee training; incorporates this training into the overall curriculum.
11. Develops orientation and training sessions for agency customers including law enforcement, fire and emergency medical service personnel.
12. Conducts formal and informal needs assessments to improve center function; evaluates and modifies the training programs completed by the emergency communications center personnel.
13. Develops and implements performance standards, training evaluation process and tools.
14. Monitors federal and state statutes and regulations related to public safety dispatch operations and recommends changes as necessary.
15. Establishes and maintains effective working relations with staff, vendors, dispatch user groups, and the general public.
16. In emergency situations, may answer incoming emergency and non-emergency phone calls using the computerized equipment and may dispatch and communicate by computer with mobile units in the field.
17. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Comprehensive knowledge of department and standard operating procedures for law enforcement, fire service, and emergency medical communications center, including the operation and capabilities of radio, telephone, and other radio, telephone and data equipment.
2. Comprehensive knowledge of department and standard operating procedures for law enforcement, fire service, and emergency medical communications center, including the operation and capabilities of radio, telephone, and other radio, telephone and data equipment.
3. Comprehensive knowledge of Federal Communications Commission rules and regulations.
4. Comprehensive knowledge of the modern principles and practices used in the development and presentation of employee training including initial and in-service training and education, adult learning theory and curriculum development.
5. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program evaluation, and employee supervision in an emergency communications center environment.
6. Considerable knowledge of the principles, practices and techniques of negotiating and conflict resolution, leadership, communication skills and group dynamics.
7. Ability to plan, organize, and effectively present ideas, concepts, and recommendations.
8. Ability to utilize word processing, database, Internet, and spreadsheet programs.
9. Ability to read, write and speak English fluently; speak clearly; hear and understand radio, telephone and verbal communications.
10. Ability to effectively supervise, assign, train, coordinate, and evaluate the work of supervisor and line staff; and to handle any personnel concerns of the staff.
11. Ability to respond to emergency situations and work a varied and flexible schedule.
12. Ability to maintain accurate records and to communicate effectively both orally and in writing.
13. Ability to establish and maintain effective working and public relations.
14. Ability to research, develop and present training programs and materials and other learning activities.

### Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in criminal justice, public administration, business administration, police science, public safety communications, communication or a closely related field.
2. Three years of work experience in a public safety communications environment or a closely related field, with one of the years as a supervisor.
3. Additional work experience in a public safety communications environment or a closely related field may substitute on a year for year basis for the post high school education requirement.

WAUKESHA COUNTY BOARD OF SUPERVISORS

V

DATE-06/27/06

(ORD) NUMBER-1610024

- 1 K. HERRO.....AYE
- 3 T. ROLFS.....AYE
- 5 J. MARCHESE.....
- 7 J. JESKEWITZ.....AYE
- 9 P. HAUKOHL.....AYE
- 11 K. HARENDA.....AYE
- 13 J. MORRIS.....AYE
- 15 D. SWAN.....AYE
- 17 J. BEHREND.....AYE
- 19 W. MITCHELL.....AYE
- 21 W. KOLB.....AYE
- 23 J. TORTOMASI.....AYE
- 25 K. CUMMINGS.....
- 27 D. PAULSON.....AYE
- 29 T. BULLERMANN.....AYE
- 31 V. STROUD.....AYE
- 33 K. HAMMIT.....AYE
- 35 P. MEYER.....AYE

- 2 R. THELEN.....AYE
- 4 R. HUTTON.....AYE
- 6 D. BROESCH.....AYE
- 8 J. DWYER.....AYE
- 10 S. WOLFF.....AYE
- 12 T. SCHELLINGER....AYE
- 14 A. KALLIN.....AYE
- 16 R. STEVENS.....AYE
- 18 B. MORRIS.....
- 20 P. WOLFF.....AYE
- 22 G. BRUCE.....AYE
- 24 B. KRAMER.....AYE
- 26 F. RUF.....AYE
- 28 P. JASKE.....AYE
- 30 K. NILSON.....AYE
- 32 P. GUNDRUM.....AYE
- 34 R. SINGERT.....AYE

TOTAL AYES-32

TOTAL NAYS-00

CARRIED\_\_\_\_\_

DEFEATED\_\_\_\_\_

UNANIMOUS\_\_\_\_\_

TOTAL VOTES-32