

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

LAW ENFORCEMENT DISPATCHER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04, for making classification decisions relative to present and future Law Enforcement Dispatcher positions located in the Wisconsin State Patrol, Wisconsin State Capitol Police or the University of Wisconsin (UW) System. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that exist, or those that result from changing program emphasis in the future; rather, it is intended to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of represented positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions that work in a communication center in the WI State Patrol, Capital Police, or the UW System and are responsible for the transmission, receipt, evaluation, documentation and relay of public safety and law enforcement activities to, from and between agency law enforcement personnel, other multi-jurisdictional state and federal governmental agencies, emergency medical units, fire departments, security services, the general public and the news media.

C. Exclusions

Excluded from this classification are the following:

1. Positions that meet the definition of supervisor or management as defined in Wis. Stats. s. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which operate non-Law Enforcement radios and communication equipment for a majority of the time and are more appropriately classified as Corrections Communications Operators.

3. Positions which engage in the enforcement of state traffic and criminal laws, rules and regulations or the inspection of motor vehicles and carriers for a majority of the time and are more appropriately classified as Police Officer, State Patrol Trooper, or State Patrol Inspector.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

LAW ENFORCEMENT DISPATCHER

Employees in this classification are responsible for ensuring the accurate and timely transmission of critical law enforcement and public safety communication to the appropriate authority for response to situations ranging from general questions to life and death incidents. To accomplish the overall goal of public safety as well as the safety of emergency responders, positions operate a communication center and spend a majority of their time on the following duties: operate various radio and phone systems on a variety of frequencies and channels; operate computer aided dispatch system to document, prioritize and manage multiple incidents and activities requiring law enforcement response; operate various complex computer systems including, but not limited to, cameras, on-line resources, state and federal databases, alarm systems, variable message signs and broadcast systems, records management systems and other advanced computer technologies; evaluate incoming information, determine needs and act upon information appropriately by providing direction, information, instructions and procedural messages to law enforcement to handle a wide range of critical incidents and situations and requesting assistance from local authorities, emergency response teams, and off duty personnel as needed.

These positions receive and process requests for and obtain information (driver's license, records of wanted persons, vehicle registration, motor vehicle laws and codes, etc.) for a variety of law enforcement agencies, the media, and the general public; compile data, produce reports and maintain records and logs of communications activities; and may handle cash and bond postings. These positions may function as a lead worker in the direction of the communications center through such duties as training, assigning and reviewing work of other Law Enforcement Dispatchers. Work is performed under the general supervision of a Law Enforcement Dispatcher Supervisor, law enforcement command officer, or a similar supervisory position.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification specification was created effective June 30, 2013 and announced in Bulletin OSER-0327-MRS/SC as a result of a study of Law Enforcement Dispatcher positions. These positions were previously classified as Police Communication Operator which was abolished on the same date.

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