

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

CORRECTIONS COMMUNICATIONS OPERATOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Admin. Code, for making classification decisions relative to present and future positions in the Department of Corrections (DOC) responsible for the operation of the statewide Electronic Monitoring Center (EMC). This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist or those that result from changing program emphasis in the future. Rather, it is designed 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 to facilitate the assignment of positions to the appropriate classification 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 representative positions; job evaluation guide charts; standards of factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information.

B. Inclusions

This classification encompasses positions located in the DOC, Division of Community Corrections (DCC), and Electronic Monitoring Center. These positions have the responsibility of monitoring the statewide Electronic Monitoring System (EMS) for offender activity and determining the proper course of action in a wide variety of situations. These positions work in processing the statewide functions of the Warrants area and serve as the contact for the Probation and Parole after normal work hour services.

C. Exclusions

Excluded from this classification are the following:

1. Positions that meet the statutory definitions(s) of supervisor, management, and/or professional in s. 111.81(19), (13), and (15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations commission.
2. Positions that spend the majority of time maintaining a complex security system meant to monitor and detect or restrict the activity of offenders, inmates, patients or residents and are more appropriately classified as Electronic Technician - Security.
3. Positions that spend the majority of time operating law enforcement radios and are more appropriately classified as Law Enforcement Dispatchers.

4. Positions that spend the majority of time engaged in the enforcement of state traffic laws, rules, and regulations and are more appropriately classified as Police Officer.
5. 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

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Positions in this classification work under the general supervision of a Corrections Communications Supervisor. Corrections Communications Operators work in the Warrants area or Probation and Parole after hour's services; undergo specialized extensive training, certification and recertification and are responsible for ensuring the accurate and timely decisions of possible offender violations are communicated to the proper authorities. Positions make independent decisions during the course of a shift (24 hour per day, 7 day per week basis) and are responsible for the notification to a wide variety of parties based on the circumstances of a particular action. Positions respond to possible violations, enter arrest warrants into the National Crime Information Center/Criminal Investigative Bureau (NCIC/CIB) and advise appropriate DOC staff, law enforcement and offenders.

The EMC contains confidential and detailed information on offenders under the enhanced supervision and control of the DOC. Positions use the EMS to electronically track the offenders' movements in and out of their residences and to their treatment appointments, places of employment and within their communities; initiate appropriate responses to possible violations, ensuring public safety and promoting the integrity of the statewide EMS; provide a contact for statewide law enforcement and Law Enforcement Dispatchers when a DOC offender has had police contact; provide a central point of contact for electronic monitoring and Global Positioning System (GPS); hook-up emergencies and equipment issues in the field including initial installation, disconnection, proper use, troubleshooting and training; perform warrant validation duties; provide a central point of contact regarding all escapes and "walkaways" from the State's minimum security facilities, halfway houses and adult institutions; enter arrest warrants and transmit broadcasts or all points bulletins; and place holds on offenders as necessary.

These positions serve as the contact for the warrants area of the ECM, responding to incoming phone calls, faxes, Transaction Information for the Management of Enforcement System (TIME) transactions and email messages regarding hit confirmations, extraditions and orders to detain; enter modify and cancel apprehension requests; initiate responses to violations from high risk offenders; provide query of criminal records, DOC databases, and enter or modify in the system; serve as a contact for field staff regarding Sobriotor equipment and Trans-dermal Alcohol Detection equipment; perform electronic monitoring equipment inventory and testing duties; and provide newsworthy information to appropriate staff. Positions may be required to testify during court proceedings as a technical witness.

## 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. Additional shift work maybe required, and the ability to work additional shifts is considered an essential function of the job.

**IV. ADMINISTRATIVE INFORMATION**

This classification specification was created effective May 18, 2003 and announced in Bulletin MRS-SC-154. These positions were formerly classified in the Program Assistant classification series. This classification was modified to as a result of a study of the Correction Communications Operators positions and effective June 30, 2013, and announced in Bulletin OSER-0327-MRS/SC to update the duties.

This classification was retitled effective May 22, 2022, and announced in Bulletin DPM-0575-CC/SC to change the official title to Corrections Communications Operator.

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