

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Public Safety Generalist

BAND	GRADE	SUBGRADE	FLSA STATUS	Department	Reports To
B	2	1	Non-Exempt	Public Safety	Chief of Public Safety

CLASS SUMMARY:

This is a dual position which is responsible for patrolling buildings, responding to emergencies, preparing reports, receiving calls, dispatching appropriate individuals, and performing related tasks.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Receives public safety, maintenance, elevator entrapment, and other calls and dispatches appropriate staff.
2.	Monitors surveillance and/or alarm systems and requests staff to set alarms, respond to emergencies, and perform related tasks as needed.
3.	Patrols buildings, parking lots, and other areas, including: monitoring areas for illegal activity; ensuring doors and windows remain locked; issuing citations for illegal parking; and performing related tasks.
4.	Responds to calls for public safety services and emergencies, including, but not limited to: responding to fire alarms and contacting a fire department as needed; and responding to medical alarms to determine whether a resident needs medical attention.
5.	Evaluates alarm systems, sprinkler, camera, card access, radios, and other systems to ensure proper functioning.
6.	Prepares and files reports outlining lease violations, parking citations, general investigations, or other incidents.
7.	Prepares work orders for building maintenance needs.
8.	Enters parking citations, activity sheets, work reports, call logs, and other materials into appropriate databases.
9.	Maintains and files records and logs of calls received.
10.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 2-5 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- Wisconsin Driver's License

KNOWLEDGE (position requirements at entry): Knowledge of:

- Customer service principles;
- Various alarm systems;
- Related laws, rules, and regulations;
- Computers and related equipment;
- Principles and practices of safety and security;
- Geographic layout of housing authority property;
- Building layouts;
- Methods of preparing reports;

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Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under direct supervision, using well-defined policies and procedures. Work is reviewed by supervisor. Limited opportunity exists for exercising independent judgment and decision making. Refers most problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Operating multi-line phone systems;
- Maintaining records and logs;
- Preparing work orders;
- Data entry;
- Evaluating alarm systems for proper functioning;
- Enforcing laws, rules, and regulations;
- Operating motor vehicles;
- Patrolling assigned areas;
- Preparing related reports;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: climbing, balancing, stooping, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and seeing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to mechanical parts, electrical currents, vibration, fumes, odors, dusts, gases, poor ventilation, extreme temperatures, inadequate lighting, travel, and environmental threats.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR