

Oak Creek Police Department
APPLICATION INFORMATION
AND
REQUIREMENTS FOR APPLICANTS
Equal Opportunity Employer

POSITION: Emergency Services Dispatcher, Full-Time

The Oak Creek Police Department is establishing an active eligibility list for the position of full-time entry-level Emergency Services Dispatcher.

HOW IT WORKS:

- Interested applicants will complete an online Application for Employment (link provided at the end of this document).
 - 1. **Applications will open on Wednesday, October 7, 2026, and will close on Monday, October 26, 2026 at 3:00 p.m.**
 - 2. All applicants must possess a minimum of a high school diploma or the equivalent G.E.D. and **must provide a copy of their college diploma/transcript, high school diploma/transcript, or certification of G.E.D. equivalent from a certified educational facility by the date of their CritiCall test. Transcripts can be emailed and do not need to be official copies from the school.** Transcripts/diplomas/certificates of G.E.D. should be mailed to OAK CREEK POLICE DEPARTMENT DISPATCH MANAGER, 301 W. Ryan Road, Oak Creek WI 53154 or emailed to jbaucknecht@oakcreekwi.gov.
- Those who are unable to provide educational proof as stated above by the deadline will be eliminated from the process.**
- Those who have thoroughly completed an electronic application and who meet the minimum requirements for the position will be contacted and scheduled to proceed in the process. These applicants must:
 1. Attain a passing score on a CritiCall Dispatcher/Calltaker/Telecommunicator practical simulator test (overall score of 70 or greater).
 2. Those successfully completing the CritiCall test will then complete a written survey covering attitudes, dependability and background.
 - All successful candidates will then be placed on an eligibility list (rank based on their overall Criticall score). Applicant's placement on the eligibility list will be ensured from December 4, 2026, through June 30, 2027. If the list is exhausted prior to June 30, 2027, it will be considered expired allowing for a new process to begin.
 - On a periodic basis, applications will be reviewed by the Oak Creek Police Department Dispatch Manager.

NOTE: Primary communication during the process will be done via e-mail; therefore, it is important that the department have an accurate e-mail address for each applicant. As notification e-mails will be coming from an ".gov" mail address, applicants are advised to verify that their e-mail system is not blocking incoming mail from ".gov" organizations. Applicants should advise the Police Department if they do not have an e-mail address.

WHEN OPENINGS BECOME AVAILABLE:

- Successful candidates will be contacted based on their rank on the eligibility list. Those still interested in the position must then:
 1. Successfully complete an interview regarding their written survey covering attitudes, dependability and background.
 2. Successfully complete an interview with the Operations Captain, Dispatch Manager and Dispatch Supervisors.
 3. Complete a mandatory 2-hour dispatch “sit-in”.
 4. Successfully complete a thorough background investigation:
 - a. Complete a *Background Information Checklist*.
 - b. Complete an *Authorization for Release of Information Form*.
 5. Meet or exceed the following additional minimum requirements:
 - a. U.S. citizen (provide proof upon request).
 - b. 18 years of age or older at the time of appointment.
 - c. Possess certification or have the capacity to meet certification requirements as a TIME system operator and any other minimum standards set by the Wisconsin Department of Justice, Division of Training and Standards, as applicable to Emergency Services Dispatchers.
- After a conditional offer of employment has been made, but prior to commencement of employment, the candidate must:
 1. Pass a thorough medical examination that includes, but is not limited to, a drug screen and testing of vision and hearing. The minimum standards for vision/hearing are as follows:

Vision

- a) Vision must be corrected to 20/20. Weak eye corrected vision can be 20/30,
- b) Must be able to distinguish colors.

Hearing – The Oak Creek Police Department has adopted the “Michigan Law Enforcement Officers Training Council Hearing Standards” (May, 1996). Accordingly, applicants must meet the following hearing standards.

a) Unaided criteria

- 1) A four-frequency average pure tone sensitivity threshold for each ear, as derived from the pure tone air conduction audiogram at 500, 1000, 2000, and 3000 hertz shall not exceed a hearing level of 25 decibels with the hearing threshold level at no single frequency poorer than 35 decibels. In addition, the sensitivity threshold at 4000 hertz shall not exceed 45 decibels.
- 2) Speech recognition scores measured under audiometric earphones shall be 90 percent or better in each ear at 50 decibels in quiet, using full lists of recorded phonetically balanced words which are age appropriate.
- 3) The speech recognition score for both ears measured at the same time in an audiometric sound field shall be 70 percent or better at a +5 decibel signal-to-noise ratio. For this measurement, speech stimuli and competing speech noise shall be presented through the same loudspeaker, or two loudspeakers stacked vertically, at zero degree azimuth. Speech stimuli shall be presented at 50 decibels, using a full list of recorded phonetically balanced words which are age appropriate.

- b) Aided criteria – As outlined in the Oak Creek Police Department’s Hearing Standards (available upon request).

APPLICATION LINK:

If you are interested in completing an application for employment, please follow the link:

https://www.peiasap.com/apply/oakcreekpd_i_ap

**FAILURE TO MEET ANY OF THE ABOVE CRITERIA WILL RESULT IN
CANDIDATE’S REMOVAL FROM THE PROCESS.**

EQUAL OPPORTUNITY EMPLOYER