



Career Service Authority

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911 Lead Operator

GENERAL STATEMENT OF CLASS DUTIES

Performs lead work and full performance telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, and other similar emergency services and performs data retrieval work operating computer terminals.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the 911 Operator in that in addition to performing the duties of the 911 Operator it also performs lead work duties.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

Performs lead work.

ESSENTIAL DUTIES

Operates heavy -volume emergency telephone system receiving calls for the police, fire, and emergency paramedic departments and obtains pertinent information concerning incidents involving the lives and property of citizens.

Determines whether a call is an emergency or non-emergency situation and directs the call to the appropriate agency.

Enters information into a Computer Aided Dispatch (CAD) system and relays the call information to the police dispatcher which may involve direct radio communication with police officers.

Performs computer clearances and information searches for police officers, district attorneys and detectives utilizing computer systems including National Crime Information System (NCIC), the Colorado Crime Information System (CCIC), and City and County of Denver court files.

Compiles and prepares information for various reports.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for the formal performance evaluation.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Assists in retrieving audio data from voice recording system in response to requests for information and to support training and quality control programs.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Reading - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

Technical Competence - Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Leadership - Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Reasoning - Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Self Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork - Encourages and facilitates cooperation, pride, and trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Skill in communicating clearly and concisely to elicit, and/or present explanatory information while controlling emotions and voice inflexions over the phone during varying degrees of stress.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Skill in establishing effective working relationships with other employees and organizations in emergency or other situations.

Skill in the interpretation and application of written guidelines, precedents and work practices to standardized work situations or specific cases.

Skill in utilizing a variety of computer systems and dispatching equipment.

Skill in reviewing, sorting, or collecting data from a variety of sources.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Ability to work under pressure, exercise good judgment and make sound decisions in stressful situations.

Ability to multi-task a variety of functions, media, conversations, and other environmental factors.

Ability to define problems, collect data quickly and accurately, and draw solid conclusions.

Ability to learn and interpret maps, learn radio and other codes, and interpret data received from multiple sources.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of leadwork functions.

Knowledge of Denver's geography and street layout sufficient to be able to determine district and precinct levels

Physical Demands:

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to varying and unpredictable situations.

Handles emergency or crisis situations

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Requires judgment and action in life threatening situations.

Shift work with varying days off, works holidays and weekends, subject to changing work schedule.

Work is primarily performed in a confined workspace and requires wearing a headset.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

One year of experience at the type and level of 911 Operator and one year of computer user experience in a Microsoft Windows environment or comparable operating system.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 03/16/1997

REVISED DATE: 01/13/2008

REVISED BY: Hameed Pousti

CLASS HISTORY January 2004, job description was converted to new format, competencies were added.

01/10/2008-The essential duties/MQs modified to exclude two line items including, "Preparing training materials..."and "Responding orally to informal grievances..."to match to the new org-chart at the center also reduced two years of minimum experience requirement to one year.