



# Career Service Authority

## Aviation Emergency Dispatcher

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### GENERAL STATEMENT OF CLASS DUTIES

Performs telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, and other special services; Dispatches police and paramedic personnel in response to the emergency calls; Monitors progress, and retrieves/records data associated with the emergency responses; Utilizes criminal justice information to assist law enforcement personnel in the identification of subjects wanted for criminal matters.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from Police Dispatcher because its scope of operations is limited to the airport. Also, this class is distinguished from Paramedic Dispatcher because its scope of operations is limited to the airport. The Paramedic Dispatchers serve the City of Denver and are authorized to begin Emergency Medical Dispatch, a method of rendering medical treatment over the phone. Paramedic Dispatcher must possess a Colorado Emergency Medical Technician - Basic Certificate (EMT-B). This class is distinguished from 911 Operator which performs emergency call-receiving duties for the City of Denver but does not perform dispatching 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 normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

### ***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:***

No supervisory responsibility.

**ESSENTIAL DUTIES**

Operates heavy -volume emergency telephone system receiving calls for the aviation police, fire, emergency medical services, and other special service departments, and obtains pertinent information concerning incidents involving lives and property.

Determines whether a call is an emergency or non-emergency situation; dispatches police or paramedic unit responders or directs the call to the appropriate agency, according to standard operating procedures. Relays call information involving direct radio communication with police officers and paramedics.

Uses a Computer Aided Dispatch (CAD) system for entering relevant call information, for dispatching police and paramedic units, and for entering and maintaining call disposition records, including dispatch time, unit assignment, and resolution codes.

Maintains communications and monitors the status of mobile police and paramedic units for the arrival at dispatched location, ascertains seriousness and exact circumstances of the police or medical emergency, notifies police supervisor as warranted, and dispatches requested information or additional assistance as needed. Diverts units from normal patrol areas, response areas, or assigned locations when necessary to maintain continuous coverage within all sectors.

Communicates and coordinates activity between other agencies and police officers and the dispatching of peripheral assistance such as tow trucks, transportation requests, and citizen responders. Coordinates national security and police response directly with various federal agencies, including Federal Bureau of Investigation (FBI), Transportation Security Administration (TSA), U.S. Customs, Immigration and Naturalization Service (INS), Animal and Plant Health Inspection Service (APHIS), and the Federal Air Marshals.

Facilitates computer clearances and gathers criminal justice information for police officers through the Communications Bureau that uses the National Crime Information System (NCIC), and the Colorado Crime Information System (CCIC) to verify if an individual being detained or investigated has any current warrants for her or his arrest.

Relays emergency information to multiple individuals and agencies, in accordance with established emergency notification procedures.

Monitors multi-band radio consoles, duress alarms, emergency phones, and closed-circuit television cameras located throughout the airport for criminal activities, airport emergencies, traffic problems, and weather emergencies.

Compiles and prepares information for various reports. Receives reports and complaints, and records pertinent information.

Trains employees on standard operating procedures, work protocols, officer and paramedic assignment areas, the use of computer terminals, call-taking response types, call dispositions, etc., both for new employees and in-service training programs for experienced employees.

By position, may train employees on other skills as needed, such as proper two-way radio protocol, voice control, and resource management. By position, assists with preparation of training materials, such as retrieving audio data from a voice recording system to support training, customer service, and quality control programs.

By position, may perform other general administrative or support duties, such as distribution of emergency calling information to airport tenants, preparation of revisions to standard operating procedures, updating of telephone number lists and Computer Aided Dispatch (CAD) system data, etc. Performs other related duties as assigned or requested.

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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.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** - Displays high standards 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.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**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.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

**Memory** - Recalls information that has been presented previously.

**Customer Service** - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

**Flexibility** - Adapts quickly to changes.

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

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 reacting calmly and effectively in emergency and stressful situations.

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 working under pressure, exercising good judgment, making sound decisions, and responding in an assertive and professional manner during routine and high stress situations.

Skill in multi-tasking a variety of functions, media, conversations, and other environmental factors.

Skill in defining problems, collecting data quickly and accurately, and drawing solid conclusions.

Skill in reading and interpreting maps, using two-way radio protocols, and interpreting data received from multiple sources.

Knowledge of general office procedures sufficient to be able to perform clerical duties as assigned.

Knowledge of basic police procedures and assignments sufficient for effective prioritization of dispatch units and for maintenance of sufficient protection within all sectors.

Knowledge of normal patrol or response areas or assigned locations and airport's geography sufficient to be able to determine and ensure continuous coverage within all sectors and to provide direction to mobile units enroute to an emergency.

### ***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 hands.

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

Feeling: perceiving attributes of objects by means of skin receptors.

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:***

Exposed to unpleasant incidents (accidents, injuries and illness).

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 and extended shifts.

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:**

Two years of public contact experience dealing with individual problems and applying policies, procedures, and or legal guidelines; or two years of experience in a court or criminal justice setting; or two years of experience in call taking or dispatching for emergency services.

**Education/Experience Equivalency:**

An associate degree in criminal justice, emergency medical services, fire science technology or related field may be substituted for the minimum experience requirement.

**Licensure and/or Certification:**

None

**CLASS DETAIL**

**FLSA CODE:** Non-exempt

**ESTABLISHED DATE:** 09/16/1995

**REVISED DATE:** 03/16/2005

**REVISED BY:** Jerome Cooper

**CLASS HISTORY** The client requested changes to the general statement of duties, essential duties and minimum qualifications to enhance the quality of the classification description.