



## Career Service Authority

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# Electrocardiograph Technician Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of electrocardiograph Technicians performing electrocardiographs (EKG's) and other examinations.

### DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

#### ***Level of Supervision Exercised:***

Supervises two or more employees who do not supervise.

## ESSENTIAL DUTIES

Supervises employees administering electrocardiographs, halter monitors and other related examinations.

Ensures accurate editing of electrocardiograms.

Initiates the preparation of legal medical documents (EKG's) for duplication and microfilming.

Reviews, 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; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Inventories electrocardiograph supplies and equipment and places orders as required.

Maintains statistical reports.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

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, Knowledge, & Skills:***

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

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

**Team Building** – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Human Resources Management** – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

**Planning and Evaluating** – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

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

**Writing** - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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

**Decision Making** - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Stress Tolerance** - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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

**Customer Service** - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Knowledge of inventory techniques sufficient to be able to maintain adequate levels of supplies.

Knowledge of training and techniques sufficient to be able to train others in the work of the area.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Skill in performing electrocardiograph examinations.

Skill in editing electrocardiograms.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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

Walking: moving about on foot.

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.

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

Mathematical reasoning

Oral Comprehension

Written Comprehension

### **Working Environment:**

Contact with patients under a wide variety of circumstances.

Exposed to infection from disease-bearing specimens.

Exposed to odors in kitchen and/or patient areas.

Exposed to patient elements.

Exposed to the risk of bloodborne diseases.

Exposed to unpleasant elements (accidents, injuries and illness)

Exposed to infections and contagious diseases

Handles emergency or crisis situations.

Performs emergency care.

Subject to many interruptions

Subject to varying and unpredictable situations

**Education Requirement:**

Graduation from high school or possession of a GED certificate required.

**Experience Requirement:**

Two years of experience as a technician performing electrocardiographs.

**Education/Experience Equivalency:**

Additional appropriate education may be substituted for one year of the minimum experience requirement.

**Licensure and/or Certification:**

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

By position, requires a valid driver's license at time of application.

**CLASS DETAIL**

**FLSA CODE:** Exempt

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

**ESTABLISHED BY:** Monika MacRossie

**REVISED DATE:** 11/01/2009

**REVISED BY:** Meredith Creme

**CLASS HISTORY** 11/2009: The class specification was updated and placed into the new class specification format.