



Career Service Authority

Emergency Service Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises and directs the operations of the Emergency Service Patrol.

DISTINGUISHING CHARACTERISTICS

The Emergency Service Supervisor is distinguished from the Emergency Service Technician which identifies, assesses, transports public inebriates, and do not have the supervisory responsibilities. This class is also distinguished from Emergency Service Patrol Team Leader which identifies, motivates, assesses, and transports public inebriates and performs lead work.

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 the Emergency Service Patrol Unit that is responsible for identifying, assessing, and transporting public inebriates.

Monitors the work of patrol teams to observe response time and appropriate utilization of assessment and transportation techniques.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Plans, schedules, coordinate, and assign work and establish goals and priorities for subordinate employees.

Ensures readiness of patrol vans, medical supplies, and appropriate equipment.

Identifies vehicle maintenance problems, performs minor repairs, and replenishes first aid supplies and equipment.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Implements safety standards and develops procedures to ensure compliance.

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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:

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

Integrity/Honesty — Displays high standards of ethical conduct and understand the impact violating these standards on an organization, self, and others, choose an ethical course of action, are trustworthy.

Conscientiousness — Displays a high level of effort and commitment towards performing work, demonstrates responsible behavior.

Flexibility — Adapts quickly to changes.

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.

Self-Esteem — Believes in own self-worth, maintains positive view of self, and displays a professional image.

Speaking — Uses correct English grammar to organize and communicate ideas in words that are appropriate to listener and situation, uses body language appropriately.

Teamwork — Encourages and facilitates cooperation, pride, trust, and group identity, foster commitment and team spirit, works with others to achieve goals and objectives.

Memory — Recalls information that has been presented previously.

Reading — Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Writing — Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Reasoning — Discovers or selects rules, principles, or relationships between facts and other information.

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

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

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.

Working Environment:

Handles absentee replacement on short notice

Pressure due tot multiple calls and inquiries

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 identifying, assessing, and transporting public inebriates.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement (can state the specific number of years that can be substituted).

Licensure and/or Certification:

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

Possession of an Emergency Medical technician – Basic Certificate issued by the Emergency Medical Services Division – State of Colorado Board of Health.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Patricia Anderson

REVISED DATE: 11-29-09

REVISED BY: Hameed Pousti

CLASS HISTORY 09/95: The class was originally created.
11-29-09: The spec was updated, Competencies were added, and the spec was placed in to new format.