



Career Service Authority

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Lead Emergency Communications Operator

GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead-work and full performance emergency and non-emergency telephone assistance to individuals who are calling Denver-911 for police, emergency medical services, and/or fire and provides emergency medical dispatch triage and instructions over the phone.

DISTINGUISHING CHARACTERISTICS

The Lead Emergency Communications Operator is distinguished from Emergency Communications Operator which provides emergency and non-emergency telephone assistance to the individuals who are calling the Denver-911 for police, emergency medical services, and/or fire and does not have the permanently assigned lead-work responsibility. This class is also distinguished from the Police and Paramedic series which perform dispatch work operating and monitoring communications equipment in response to police and paramedic emergencies. The Lead Emergency Communications Operator is distinguished from the Aviation Emergency Dispatcher which its scope of operations is limited to the airport.

Definition: The emergency medical dispatch triage and instructions is a method of rendering medical treatment and fire instructions over the phone using the National Academy of Emergency Medical Dispatch. Providing emergency medical dispatching triage and instructions is a method of rendering medical treatment and fire instructions over the phone established by the National Academy of Emergency Dispatch (NAED) priority dispatch system.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

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 permanently assigned lead work.

ESSENTIAL DUTIES

Performs permanently assigned lead-work and full performance emergency and non-emergency telephone assistance to individuals who are calling Denver-911 for police, emergency medical services, and/or fire and provides emergency medical dispatch triage and instructions over the phone.

Processes a high volume of phone calls for the police, fire and emergency paramedic departments under stressful and demanding emergency situations using the center's computerized telephone system.

Works independently in interviewing the customer to accurately assess the urgency of the incident and the proper response required by fire, police and/or EMS.

Determines the medical nature of a call and if immediate medical attention is required immediately begins using Emergency Medical Dispatch method over the phone.

Rapidly gathers information and accurately enters the information into the Computer Aided Dispatch (CAD) computer system.

Utilizes excellent oral communication skills to interact with citizens who may be under stress, in crisis or who may be cognitively impaired.

Performs computer clearances and information search 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.

Recognizes and responds to opportunities to provide effective problem resolution to service related issues.

Compiles and prepares information for various reports.

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

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, provides feedback to the employees and the supervisor, and makes recommendation for proper correction/completion.

Resolves work 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.

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, Knowledge, & 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 in ways that are appropriate to listeners and situations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

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 exceed their expectations and is committed to providing quality services.

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

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

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.

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

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

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

Manages & Organizes Information – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

Self-Management – Sets well defined and realistic personal goals and is motivated to achieve them, manages won time and deals with stress effectively.

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.

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

Flexibility – Adapts quickly to changes.

Knowledge of supervisory principles and practices sufficient to e able to perform a variety of lead work functions.

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

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 Emergency Communication Operator and one year of computer user experience in a Microsoft Windows environment or comparable operating system.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

Possession of CPR Certification before the end of academy training and successful recertification as required by the National Academy of Emergency Medical Dispatch during the employment.

Possession of EMD Certification issued by NAED before the end of academy training and successful recertification as required by the National Academy of Emergency Medical Dispatch.

Must pass an initial pre-security clearance screening and maintain CBI (Colorado Bureau of Investigation) certification as a condition of employment. Must take and pass an online test every two years to maintain certification.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 08/09/2009

REVISED DATE:

REVISED BY: Hameed Pousti

CLASS HISTORY: 08/2009 – This is a new class resulting from consolidating the 911 Operator and the 911 Lead Operator classes.