



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: March 31, 2009
SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Job Specifications to be Removed

Computer Operator
Rev. 03/15/2009

Computer Operator
Est. 09/16/1995

Computer Operator Supervisor
Rev. 03/15/2009

Computer Operator Supervisor
Est. 09/16/1995

Criminal Justice Transcriptionist
Rev. 03/08/2009

Criminal Justice Transcriptionist
Rev. 09/16/1995

Employee Assistance Counselor
Rev. 03/15/2009

Employee Assistance Counselor
Est. 01/16/2006

Hospital Switchboard Operator
Rev. 03/08/2009

Hospital Switchboard Operator
Est. 09/16/1995

Office Occupations Trainee
Rev. 03/08/2009

Office Occupations Trainee
Est. 09/16/1995

Senior Transcriptionist
Rev. 03/08/2009

Senior Transcriptionist
Est. 09/16/1995



Career Service Authority
Computer Operations Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervision over computer operators assigned to a central mainframe computer which provides data processing and help desk services to a variety of agencies.

DISTINGUISHING CHARACTERISTICS

The Computer Operations Supervisor is distinguished from the *Computer Operator*, which performs full performance technical work operating electronic computers, peripherals, and auxiliary equipment in a production setting using a mainframe computer at a central computer facility, and provides help desk services for users.

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 Computer Operators.

ESSENTIAL DUTIES

Directs and evaluates the work of computer operators involved in providing mainframe computer services to user agencies.

Scans master consoles to ensure system applications and user partitions are operational; uses diagnostic tools to resolve problem circuits.

Resolves telecommunications and hardware problems, contacts vendors for hardware repairs, or refers problems to the appropriate information technology resource.

Maintains accurate system logs and shift operating records; prepares work reports.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Plans, assigns, and reviews the work of staff members and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

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 standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

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

Performs other related duties as assigned or requested.

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:

Influencing/Negotiating - Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Technical Competence - Uses knowledge that is acquired through formal training 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.

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

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

Client Orientation - Anticipates and meets the needs of clients; achieves quality end products; is committed to improving services.

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

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

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in applying the principles of staff development to provide staff training and cross training.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

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.

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

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

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years of experience at the type and level comparable to the Computer Operator.

Education/Experience Equivalency:

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

Licensure and/or Certification:

By position, requires a valid driver's license.
Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 03/15/2009

REVISED BY: Melissa Fisher

CLASS HISTORY: 3/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.



Career Service Authority

Computer Operator

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance technical work operating electronic computers, peripherals, and auxiliary equipment in a production setting using a mainframe computer at a central computer facility, and provides help desk services for users.

DISTINGUISHING CHARACTERISTICS

The Computer Operator is distinguished from the *Computer Operations Supervisor*, which performs supervision over computer operators assigned to a central mainframe computer which provides data processing and help desk services to a variety of agencies.

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 public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Sets up and monitors computer for operation by inputting commands and responding to status of input and output devices from the central console.

Refers to instructions (run book) to load programs and process jobs to successful completion; performs technical support for users with processing errors by troubleshooting, resolving, or referring problems to the appropriate information technology resource.

Assigns computer codes to production materials for retrieval from the data library for later use.

Loads peripheral equipment with production materials, such as magnetic taper, paper or forms for processing with individual jobs.

Observes central console for error messages and codes (e.g. print out verification, machine stoppage and faulty output); documents problems encountered during production run and any resolutions taken to complete production.

Acts as a liaison between user group and the Information Technology unit to communicate problems, possible solutions, and general information on how the system works.

Assists a higher classified employee in performing technical support in a formal or informal help desk setting to users with common hardware and software problems, which includes: logging, troubleshooting, resolving, or referring problems to the appropriate Information Technology resource.

Maintains computerized inventory of voice and data equipment and specialized services for users.

Performs other related duties as assigned or requested.

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:

Technical Competence – Uses knowledge that is acquired through formal training 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.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

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.

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

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

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

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.

Flexibility – Adapts quickly to changes.

Memory – Recalls information that has been presented previously.

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

Self Management – Set well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

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

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.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

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.

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

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

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years of clerical experience, including one year of experience performing information processing functions, which must have involved troubleshooting, resolving production problems, and hardware maintenance.

Education/Experience Equivalency:

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 03/15/2009

REVISED BY: Melissa Fisher

CLASS HISTORY: 3/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.



Career Service Authority
Criminal Justice Transcriptionist

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GENERAL STATEMENT OF CLASS DUTIES

Transcribes, types, or word processes a variety of criminal justice reports and records.

DISTINGUISHING CHARACTERISTICS

This class transcribes, types or word processes a variety of *criminal justice* reports and records, and is distinguished from the class of Medical Transcriber that transcribes, types, or word processes a variety of *medical* records and reports.

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 public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Transcribes, types, or word processes criminal justice reports such as statements, case files, warrants, surveillance reports, and interrogations.

Checks information or proofreads for accuracy and correctness.

Maintains confidentiality of correspondence, files, records, and/or related information according to prescribed methods and procedures.

Keeps notes regarding names of persons dictating and time of recordings.

Maintains a variety of records, files, and books according to prescribed methods and procedures.

Performs other related duties as assigned or requested.

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, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

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

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

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.

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

Flexibility - Adapts quickly to changes.

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

Memory - Recalls information that has been presented previously.

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

Self Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

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

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.

Knowledge of grammar, spelling, punctuation and sentence construction sufficient to be able to transcribe, review, and edit reports, memos, and documents.

Skill in operating office keyboard equipment.

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

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

Skill in proofreading and correcting documents for spelling, content, accuracy and form.

Skill in maintaining and organizing confidential files and records.

Skill in maintaining and organizing pertinent facts.

Skill in maintaining files, records, and manuals according to established procedures.

Physical Demands:

Sitting: remaining in the normal seated position.

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.

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.

Working Environment:

Noise: sufficient noise to cause distraction or possible hearing loss.

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of experience transcribing a variety of records and reports in a criminal justice setting.

Education/Experience Equivalency:

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

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Pat Anderson

REVISED DATE: 03/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format; added distinguishing characteristic and competency statements.



Career Service Authority

Employee Assistance Counselor

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GENERAL STATEMENT OF CLASS DUTIES

Performs specialized professional level work interviewing, evaluating, and referring employees and their immediate family members experiencing personal and/or work related problems to appropriate resources and/or providing therapy to individuals, couples, and families.

DISTINGUISHING CHARACTERISTICS

This class interviews, evaluates and refers employees and family members to appropriate resources and/or provides short term therapy. This class is distinguished from the Director of Employee Assistance directs and administers the operation of the Office of Employee Assistance. This class is distinguished from the Senior Social Case Worker that performs full performance level intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation which requires independent judgment and a significant understanding and application of professional principles and departmental standards. Additionally, the Employee Assistance Counselor is distinguished from the Senior Clinical Social Worker that provides intensive social work services including case management, assessment, counseling, and evaluation that require independent judgment and a significant understanding and application of professional principles and departmental standards.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts are of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Interviews employees and their immediate families to assess personal, health, behavioral, and/or work related problems, identifies and evaluates suitable treatment alternatives, develops a treatment/action plan, provides treatment, and/or refers employees to appropriate community resources.

Assesses an employee's workplace conflicts and/or other issues causing the employee difficulty, teaches techniques to manage and resolve conflict and/or problems, and provides solution-focused therapy to employees and their families.

Provides consultation and resource information to management regarding abuse of leave, absenteeism, substance abuse, family problems, grief, workplace relationships, and other work related issues and conducts training for all employees regarding workplace violence, anger and conflict management, team building, and stress management.

Monitors and coordinates referral services to various community agencies and assesses the progress made by employees and the quality of services provided by the referred agency.

Provides crisis intervention to employees and city agency/department personnel including clinical intervention, management consultation, and business resumption.

Participates on the Home Land Security Team, Office of Emergency Management Team, and the Federal Aviation Administration Red Alert Team.

Maintains client records in accordance with state and federal laws, professional standards, and the policies of the Office of Employee Assistance.

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

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

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

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, and demonstrates responsible behavior.

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

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.

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

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

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 program goals, and causes change.

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

Teaching Others - Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

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

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

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

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

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

Attention of Detail - Is thorough when performing work and conscientious about attending to detail.

Memory - Recalls information that has been presented previously.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling sufficient to perform the duties related to the work assignment.

Physical Demands:

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

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Masters Degree in Social Work, Psychology, Counseling, or a related field.

Experience Requirement:

Three years of professional level experience providing treatment in an Employee Assistance Program.

Licensure and/or Certification:

Possession of a Clinical Social Worker license under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners.

OR

Possession of a clinical license issued by the Colorado Mental Health Board such as Professional Counselor or Marriage and Family Therapist.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/16/2006

REVISED DATE: 03/15/2009

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY 1/2006 - This is a new class created for the Office of Employee Assistance.
3/2009 – The equivalency statement was deleted from the class specification as a Masters Degree is required to obtain one of the required licenses.



Career Service Authority

Hospital Switchboard Operator

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GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of public contact work utilizing a digital call directory and a public broadcast system.

DISTINGUISHING CHARACTERISTICS

This class performs a variety of public contact work utilizing a digital call directory and a public broadcast system. It is distinguished from the 311 Customer Service Agent class that performs comprehensive customer service in a call center environment and responds to a wide variety of citizen/customer requests for information and disseminates thorough, complex and accurate information regarding services and procedures in the City and County of Denver. It is also distinguished from the Administrative Support Assistant III class that performs a variety of full performance level office support work.

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 public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Operates a high volume digital call directory and a public broadcast system for hospital emergencies.

Screens calls and directs to the proper individual or department promptly and courteously.

Performs communication emergency/disaster procedures for disaster exercises or actual disasters.

Facilitates the use of the Language Line for non-English speaking customers.

Provides TDD service for hearing impaired customers.

Monitors, secures, and directs emergency elevator use during defined emergencies.

Maintains an information log for administrative and public affairs on call personnel.

Coordinates emergency calls for Public Health investigators.

Performs a variety of routine typing and clerical duties as necessary.

Performs other related duties as assigned or requested.

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:

Customer Service - Works and communicates with customers to exceed their expectations and is committed to providing quality service.

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

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

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

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

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.

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

Flexibility - Adapts quickly to changes.

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

Memory - Recalls information that has been presented previously.

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

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 operating a switchboard.

Skill in communicating and presenting factual information related to the work assignment.

Skill in operating a heavy volume telephone directory receiving phone calls for the agency, office, or department.

Skill in understanding and applying oral, written, illustrated or demonstrated instructions.

Skill in operating communications equipment.

Knowledge of safety practices and precautions sufficient to be able to establish a safe work environment for self and others.

Skill in maintaining logs relative to the work area.

Knowledge of office practices and procedures sufficient to be able to perform clerical duties requiring some independent judgment.

Skill in the use of basic office keyboard equipment.

Physical Demands:

Sitting: remaining in the normal seated position.

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:

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED Certificate desirable.

Experience Requirement:

One year of experience working on a heavy volume call director.

Education/Experience Equivalency:

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

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Pat Anderson

REVISED DATE: 03/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec into current format; also added distinguishing characteristic and competency statements.



Career Service Authority
Office Occupations Trainee

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GENERAL STATEMENT OF CLASS DUTIES

This is trainee level work in the performance of routine clerical duties. The minimum length of time served in this training class is 6 months; and the maximum time served is 1 year.

DISTINGUISHING CHARACTERISTICS

This class performs trainee level routine clerical work. It is distinguished from the class of Professional Occupations Intern I that performs intern-level/trainee work in a professional field performing supervised duties such as budget, personnel, community development, accounting/auditing, or information technology.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Trains in and develops acceptable work habits and behaviors required in a structured work environment.

Trains in and performs work procedures related to the assignment and participates in vocational training offered by the employing agency, including training courses provided by Career Service Authority.

Trains in and performs general receptionist and filing or sorting duties.

Learns to identify, use and maintain office machines and equipment such as copiers, adding machines, call directors and a variety of keyboard equipment.

Trains in simple recordkeeping, report writing and forms completion.

Trains in and performs public contact duties, providing and receiving information or scheduling appointments.

Pursues training through community organizations and educational institutions, as required.

Performs other related duties as assigned or requested.

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, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

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

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

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

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.

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

Memory - Recalls information that has been presented previously.

Skill in performing basic office duties.

Skill in utilizing the computer to complete basic tasks.

Physical Demands:

Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
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.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate desirable.

Experience Requirement:

None.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 03/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Spec placed in current format; distinguishing characteristic and competency statements added.



Career Service Authority

Senior Transcriptionist

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of a transcription office or unit.

DISTINGUISHING CHARACTERISTICS

Positions in this class supervise the work of a transcription office or unit. This class is distinguished from the classes of Criminal Justice Transcriptionist and Medical Transcriptionist that transcribe, type or word process a variety of criminal justice and medical reports and records, respectively.

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 public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

Supervises one or two employees who do not supervise.

ESSENTIAL DUTIES

- Coordinates and supervises work assignments for transcriptionists.
- Analyzes and monitors on-going work.
- Researches and resolves work related problems.
- Transcribes material that is of a rush or emergency nature or involves sensitive matters.
- Trains new employees.
- Supervises and assigns work to contract transcribers.
- Maintains storage and retention of recorded tapes and records.
- Determines appropriate release of information to inquiring parties.
- Performs other related duties as assigned or requested.

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, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.
- Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.
- Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.
- 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.
- Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.
- Flexibility** - Adapts quickly to changes.
- Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.
- Memory** - Recalls information that has been presented previously.
- Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

Self Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

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

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.

Knowledge of supervisory principles and practices sufficient to be able to plan, schedule, and provide assistance to subordinate employees.

Knowledge of training techniques sufficient to be able to provide training relative to the work assignment.

Knowledge of grammar, spelling, punctuation and sentence construction sufficient to be able to transcribe, review, and edit reports, memos, and documents.

Skill in operating office keyboard equipment.

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

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

Skill in proofreading and correcting documents for spelling, content, accuracy and form.

Skill in maintaining and organizing confidential files and records.

Skill in maintaining and organizing pertinent facts.

Skill in maintaining files, records, and manuals according to established procedures.

Physical Demands:

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.

Pulling: exerting force on an object so that it is moving to the person.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

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

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

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:

Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of experience transcribing a variety of records and reports in a medical or police setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for two years of the required experience.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training course prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Pat Anderson

REVISED DATE: 03/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Spec placed into current format; distinguishing characteristic and competency statements added.