



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: September 2, 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

Parking/Speeding Enforcement Supervisor
Rev. 07/19/2009

Police Dispatcher
Rev. 08/23/2009

Job Specifications to be Removed

Parking/Speeding Enforcement Supervisor
Rev. 03/01/2005

Police Dispatcher
Rev. 05/01/2007



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Parking/Speeding Enforcement Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over employees that enforce compliance with parking or speeding regulations and ensures compliance with all governing laws and regulations.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties. This class is distinguished from a Crew Supervisor that supervises a crew involved in the repair and maintenance of city streets, sewers, golf courses, parks, airport facilities, traffic devices, and other City facilities/infrastructure/equipment. The Parking/Speeding Enforcement Supervisor is also distinguished from the Vehicle Boot Investigator that enforces payment of parking fines, fees, or penalties through locating and identifying delinquent offenders, citations, and the attachment of boot devices to prevent vehicle motion. Additionally, the Parking/Speeding Enforcement Supervisor is distinguished from the Vehicle Control Agent that enforces compliance with parking and speeding regulations through the issuance of citations for violations of the revised municipal code and the rules and regulations governing parking and speeding.

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 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 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 enforce compliance with parking or speeding regulations.

ESSENTIAL DUTIES

Supervises employees involved in enforcing compliance with parking/speeding regulations, monitors enforcement activities to ensure compliance with all governing laws and regulations, and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Works with various internal and external customers to resolve complaints and/or problems and answers a variety of questions/concerns.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and 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, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and 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, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, monitors the vendor's compliance with contract and suggests appropriate changes to correct problem situation(s).

Performs other related duties as assigned.

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:

Integrity/Honesty - Displays a high standard 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.

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

Problem-Solving - Identifies and analyzes problems using sound reasoning to draw conclusions and finds alternative solutions to complex problems by distinguishing between relevant and irrelevant information to make logical judgments.

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

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

Leadership - Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

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

Supervising a Diverse Workforce - Implements diversity policies for subordinate staff, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among diverse persons.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings, and capabilities of others, and adjusts approaches to suit different people and situations.

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

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.

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

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 perform the elements of supervision.

Physical Demands:

Sitting: remaining in the normal seated position.

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.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Working Environment:

Pressure due to multiple tasks.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of public contact experience involving the enforcement and explanation of laws, rules, and regulations governing parking/speeding.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

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

Ability to obtain and maintain the Special police credential issued by the City Manager of Public Safety within the first 30 days of employment.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/19/2009

REVISED BY: Patricia Anderson

CLASS HISTORY 3/2005 - This class was originally established on September 16, 1995, to include positions at Parking Management of Public Works. This revision includes positions at the Photo Radar Unit at the DPD.
07/2009 – The class specification was updated and the compensation rate reviewed.



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Police Dispatcher

GENERAL STATEMENT OF CLASS DUTIES

Performs dispatch work operating and monitoring communications equipment in response to police emergencies.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Police Lead Dispatcher in that it does not perform lead work duties. It is distinguished from the Paramedic Dispatcher that performs dispatching work operating and monitoring communications equipment in response to medical emergencies. The Paramedic Dispatcher is authorized to begin Emergency Medical Dispatch, a method of rendering medical treatment over the phone. This classification is also distinguished from the Aviation Emergency Dispatcher whose scope of operations is limited to the airport.

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 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

Performs dispatch work to monitor and control the movement of police patrol units and provides effective response to public safety police emergencies using a variety of computer systems and dispatch equipment.

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.

Prioritizes and obtains pertinent data from both emergency and non-emergency contacts and uses a computer assisted system to dispatch police by transmitting information to the appropriate unit.

Performs computer clearances and information searches 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.

Maintains records of dispatch time and unit assignment.

Maintains communications and monitors the status of mobile units for the arrival at dispatched location, ascertains seriousness and exact circumstances of the police emergency, notifies police patrol 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.

Receives reports and records pertinent information.

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:

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.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations.

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.

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

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

Flexibility – Adapts quickly to changes.

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.

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

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on the job experience including how to use work related equipment.

Self-Management – Sets 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.

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

Skill in utilizing Microsoft Windows or comparable operating systems.

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.

Ability to learn and interpret maps, learn radio and other codes, and interpret data received from multiple sources.

Ability to multi-task a variety of functions, media, conversations, and other environmental factors

Ability to define problems, collects data quickly and accurately, and draws solid conclusions.

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 as a 911 Operator or Emergency Dispatcher.

-OR-

Two years of experience in public contact over the phone/in-person.

-OR-

One year of high volume call-center/general-dispatching experience.

-OR-

One year of experience as a paramedic on an emergency ambulance (not an air ambulance) or as a fire fighter, police officer, or military police officer.

-AND-

Skill in utilizing Microsoft Windows or comparable operating systems.

Licensure and/or Certification:

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: 09/16/1995

REVISED DATE: 08/23/2009

REVISED BY: Hameed. Pousti

CLASS HISTORY

09/1995 - Class was originally established

01/2004 - Job Spec was converted into new format, competencies were added, and the experience requirement was revised.

05/2007 - Modifications was implemented to update MQs, and competencies.

08/2009 - Job Spec was modified to include the work of computer clearance/searching information using NCIC/CCIC databases as well as adding the clearance requirement under the Licensure/Certification section of the spec.