



Office of Human Resources  
Emergency Service Worker Lead – CJ3373  
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### General Statement of Duties

Performs regularly assigned lead work over a variety of jobs for the City and County of Denver during an emergency or disaster declared by the Mayor while assigned specialized assignments. Employees may be asked to change their normal scope of duties or routines to fulfill emergency or disaster needs.

### Distinguishing Characteristics

The Emergency Service Worker Lead serves as on-site supervisor to ESW, as well as performs a variety of assignments/tasks for the City and County of Denver during an emergency or disaster. This classification is distinguished from the Emergency Service Worker who performs a variety of assignments/tasks for the City and County of Denver during an emergency or disaster.

City and County leaders directing emergency response will provide each worker with their assigned work duties/tasks.

Assignments will be based on the needs of City and County departments and agencies during the citywide emergency.

For current City and County of Denver employees:

- Employees will more than likely need to work outside of the general scope of their typical duties/responsibilities and training may be limited.
- Employees who possess special skills, experiences, or certifications that are not reflected in Workday's Career Profile, contact the Office of Human Resources Service Center, Agency Human Resources Manager/Business Partner, or immediate supervisor. Examples of these skills are:
  - Languages
  - Licenses and certifications
  - First Aid and CPR training
  - Commercial driver's licenses.

Many public employees are already trained to respond. During a disaster, some departments will respond in their traditional roles (such as police, sheriff, and fire). Other departments may be required to perform their day-to-day tasks as well as other duties to support the activities of the City's Emergency Operations Center (EOC) or other City and County of Denver coordinated responses and may be performed at various sites throughout the City and County.

During a time of emergency, non-essential employees may perform regular duties or may have alterations to their duties. Employees may also be asked to take on tasks outside of their normal responsibilities to work in support of emergency operations, assist with support functions at a disaster site, coordinate information about the disaster or available public services, and other activities needed to ensure an effective City and County of Denver respond to the hazard.

### Essential Duties

**All job assignments shall perform the following core duties:**

Provides daily communications to staff including briefings, meetings, chats, and other in-person and virtual methods to ensure efficient operations. Schedules and conducts recurring meetings and briefings. Responds to employees' questions in daily in-person and electronic communications.

Provides operational assignment and safety updates.

Conducts staff onboarding training sessions and provides supplemental or ongoing training as needed.

Coordinates employee technology and resources; serves as a liaison to submit work order tickets for software and other technology needs.

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, and returns assignments with recommendations for proper completion.

Resolves 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.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and incidents impacting staff or CCD property, and provides this information to the supervisor.

**Job assignment may consist of the following assignments and duties:**

**Team Lead** provides day-to-day operational support for the COVID response teams. Provides overall supervision of assigned team. Liaison with the various COVID teams and Incident Command Section Chiefs. Meets and corresponds regularly with Incident Commander or designee (Operations Section Chief). As needed, creates briefings for staff and posts to appropriate outlets.

**Scheduling & Resource Lead** coordinates and schedules team members for their work shifts and performs administrative work as needed. Manages employee scheduling and changes, including shift assignments, time-off requests, vacations. Reports daily shift assignments for the following day's shift.

**Data & Training Lead** supports the Section Manager by collecting data and providing ongoing training for all team members. Collects and tracks data on team activities. Maintains and updates all training files, FAQs, scripts, portal links, and other resources.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Adapting and Responding to Change - Adapts to changing circumstances and direction. Accepts new ideas and change initiatives.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

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.

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.

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

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

### **Knowledge & Skills**

Ability to work independently with minimal guidance.

Ability to establish and maintain cooperative working relationship with co-workers and the public.

Skill in exercising initiative, judgement, and decision making in solving problems.

### **Level of Supervision Exercised**

Performs lead work over assigned staff.

### **Education Requirement**

Graduation from high school or possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

One (1) year of experience as required by the specific duties assigned to the position.

### **Education and Experience Equivalency**

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

### **Licensure and/or Certification**

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

By position, requires a valid Commercial Driver's License (CDL "A") or (CDL "B") at time of application.

By position, requires a current CPR certification at time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Potential exposure to cold weather conditions (indoor/outdoor).

Potential exposure to conditions that affect the skin or respiratory system.

Potential exposure to dust.

Potential exposure to housekeeping/cleaning agents/chemicals.

Potential exposure to infections and contagious diseases.

Potential exposure to temperature changes: variations in temperature from hot to cold.

Potential exposure to varying degrees of kitchen elements.  
 Subject to long, irregular hours and shift work.  
 Subject to many interruptions.  
 Subject to varying and unpredictable situations.

### Level of Physical Demands

3-Medium (20 - 50 lbs.)

### Physical Demands

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

Agility: Ability to move quickly and easily.  
 Balancing: Maintaining equilibrium.  
 Bending/Twisting: Bending, twisting, or positioning oneself to aid in the rescue capture of animals.  
 Carrying: Transporting or moving an object.  
 Climbing: Ascending or descending an object or ladder.  
 Color vision: Ability to distinguish and identify different colors.  
 Crouching: Positioning body downward and forward.  
 Depth Perception: Ability to judge distances and space relationships.  
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
 Field of Vision: Ability to sharply detect or perceive objects peripherally.  
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
 Fingering: Picking and pinching, through use of fingers or otherwise.  
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
 Hearing: Perceiving and comprehending the nature and direction of sounds.  
 Kneeling: Assuming a lowered position.  
 Lifting: Moving objects weighing no more than 50 pounds from one level to another.  
 Neck Flexion: Perceiving objects located above or below.  
 Physical Strength: Exerts force to transport objects of 50 pounds or more.  
 Pulling: Exerting force upon an object so that it is moving to the person.  
 Pushing: Exerting force upon an object so that it moves away from the person.  
 Reaching: Extending the hands and arms or other device in any direction.  
 Repetitive motions: Making frequent or continuous movements.  
 Sitting: Remaining in a stationary position.  
 Standing: Remaining in a stationary position.  
 Stooping: Positioning oneself low to the ground.  
 Talking: Communicating ideas or exchanging information.  
 Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.  
 Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
 Vision: Ability to perceive animal behavior, comprehend signs, and detect color.  
 Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check  
 By position, Motor Vehicle Record

### Assessment Requirement

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-09**

**FLSA Code: N**

**Established Date: 3/27/22**

**Established By: BM**

**Revised Date:**

**Revised By:**

**Class History: This is a new class intended to provide ongoing COVID-19 support.**