



Office of Human Resources
Emergency Service Worker – CJ3272
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General Statement of Duties

Performs a variety of jobs for the City and County of Denver during an emergency or disaster declared by the Mayor. Employees may be asked to change their normal scope of duties or routines to fulfill unexpected emergency or disaster needs.

Distinguishing Characteristics

The Emergency Service Worker 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 Lead who is assigned lead work duties and responsibilities 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 your 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 in order to ensure an effective City and County of Denver respond to the hazard.

Essential Duties

Job assignment may consist of anyone or more of the following duties:

Clerical – Greets visitors, answers telephones, routes callers, takes messages, provides routine information, relay relevant information, delivers messages, dispatches, monitor new reports, tracks information in the EOC, and refers problems to the appropriate person(s) for resolution. Operates a variety of office equipment, makes photocopies and updating webpages.

Custodial - Assists with maintaining the cleanliness of a city facility. Performs exterior maintenance duties including picking up litter, removing tree branches, and clearing dumpster areas.

Driver - Picks up and transports people and supplies between locations.

Emergency - Assists with emergency situations such as evacuations, medical emergencies, suspicious behavior and activity or other unexpected situations, as necessary. Performs CPR or renders first aid as necessary.

Facilities - Loads and unloads equipment and supplies, cleans, and cares for basic tools and equipment. Assembles, moves, removes, and relocates furniture, furnishings and equipment as directed. Assists with the set up and take down of equipment within city facilities. Assists with set up and tear down of facilities.

Food Service - Performs a variety of routine duties related to the preparation and serving of food, including cleaning of the kitchen area and cooking utensils.

Labor - Performs unskilled, light to medium physical labor on a variety of projects that involves physical exertion and the use of manual tools and limited use of small power operated tools, including filling sandbags. Places and removes barricades, cones, and other traffic control and safety devices in and around work areas.

Safety - Observes and maintains established departmental policies and procedures, objectives, quality assurance program, and health and safety standards.

Stockroom - Picks up orders, supplies, or equipment and makes deliveries between various city locations. Sorts items for delivery to various locations. Transfers shipments to storage areas and labels items for correct identification for storage and retrieval. Orders supplies.

Security - Checks entire building each shift and secures points of entry, exit, and all interior areas. Monitors entry and exits and secures the building and lights at opening and closing. Enforces patron and staff compliance with general safety and security rules and regulations to maintain order and attempts to resolve disputes that arise. Reports fires, acts of vandalism, theft, illegal entry, and any other unauthorized or irregular activity to security supervisor.

Civilian Patrol for Safer at Home (SAH) or Mask Enforcement

Leading or mentoring volunteers

Day Care Workers - Supervise and monitor the safety of children; prepare meals and organize mealtimes and snacks for children; develop schedules and routines to ensure children have enough physical activity, rest and playtime.

Shelter Manager - Tasked with overseeing and/or managing shelter operations during an emergency. This could include non-profit run shelters (existing homeless shelter system), City run shelters (like the Coliseum), or any other options like State-run shelters.

Shelter Workers - Assists in a shelter environment during an emergency. Flexibility, problem solving skills and the ability to remain calm during an emergency are required. Shelter positions could include Registration Worker, Feeding Worker, Dormitory Worker, Staffing Worker, Logistics Worker, Health Services and Mental Health Services.

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 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.

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

By position, performs lead work.

Education Requirement

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

Experience Requirement

None

Education & Experience Equivalency

None

Licensure & 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 Demand

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-08

FLSA Code: N

Established Date: 05/15/2020

Established By: GT

Revised Date:

Revised By:

Class History: New job classification for emergencies or disasters.