



Office of Human Resources  
911 Emergency Communication Technician Lead - CN2548

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### General Statement of Duties

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

### Distinguishing Characteristics

The 911 Emergency Communication Technician Lead is distinguished from 911 Emergency Communication Technician which provides emergency and non-emergency telephone assistance to the individuals who are calling the Denver 911 for police, emergency medical services, and/or fire and does not have the regularly assigned lead-work responsibility. The 911 Emergency Communication Technician Lead is distinguished from the Aviation Emergency Dispatcher which its scope of operations is limited to the airport.

Definition: The emergency medical dispatch triage and instructions is a method of rendering medical treatment and fire instructions over the phone using the National Academy of Emergency Medical Dispatch.

### Essential Duties

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

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

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

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

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

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

Performs computer clearances and information search for police officers, district attorneys and detectives, utilizing computer systems including National Crime Information System (NCIC), the Colorado Crime Information System (CCIC), and City and County of Denver court files.

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

Compiles and prepares information for various reports.

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

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, provides feedback to the employees and the supervisor, and makes recommendation for proper correction/completion.

Resolves work problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for the formal performance evaluation.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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

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

**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.

**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.

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

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

**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.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

## Knowledge & Skills

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

Knowledge of Denver's geography and street layout sufficient to be able to determine district and precinct levels.

**Level of Supervision Exercised**

Performs regularly assigned lead work.

**Education Requirement**

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

**Experience Requirement**

One (1) year of experience at the type and level of Emergency Communication Operator and one year of computer user experience in a Microsoft Windows environment or comparable operating system.

**Education & Experience Equivalency**

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

**Licensure & Certification**

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

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

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

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

**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.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

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

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

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.

Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check

Employment Verification

Licensure/Certification

### Assessment Requirement

Alphanumeric Data Entry

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: NE-14**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 11/27/2022**

**Revised By: SO**

**Class History: 7/27/20 - Revised Job Title from 911 Lead Emergency Communications Tech and updated Distinguishing Characteristics.**

**11/27/2022- Updated pay grade as a result of CN1743.**