



Office of Human Resources  
911 Police Dispatcher Lead - CN2576  
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### General Statement of Duties

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

### Distinguishing Characteristics

This classification is distinguished from the Police Dispatcher in that in addition to performing the duties of the Police Dispatcher it also performs lead work duties.

### 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.

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.

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.

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.

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

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

Knowledge of basic police procedures and assignments sufficient to be able to effectively prioritize dispatch units and maintain sufficient protection within all sectors.

Knowledge of normal patrol or response areas or assigned locations and Denver's geography and street layout sufficient to be able to determine district and precinct levels to ensure continuous coverage within all sectors and to provide direction to mobile units enroute to an emergency.

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

Skill in utilizing a variety of computer systems and dispatching equipment.

Ability to multi-task a variety of functions, media, conversations, and other environmental factors Ability to define problems, collect data quickly and accurately, and draw solid conclusions.

**Level of Supervision Exercised**

Performs 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 a 911 Police Dispatcher and One (1) 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**

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

Possession of 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 an 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.

Mandatory overtime with little to no notice.

**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.

Standing: 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.

**Background Check Requirement**

Criminal Check

Employment Verification

**Assessment Requirement**

Alphanumeric Data Entry

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-17**

**FLSA Code: N**

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

**Established By: LS**

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

**Revised By: SO**

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