



Office of Human Resources
Airport Emergency Dispatcher - CA2810
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General Statement of Duties

Performs public contact work receiving and dispatching emergency calls at Denver International Airport who are requesting emergency services while monitoring response and using criminal databases to assist law enforcement personnel.

Distinguishing Characteristics

This class is distinguished from the Airport Operations Representative, who provides a variety of operational support services for the daily operation of the airport in the airport communications center, aircraft operations area, and terminal facilities. This class is distinguished from Police Dispatcher and Paramedic Dispatcher because its scope of operations is limited to the airport. This class is distinguished from Emergency Communications Operator who performs 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.

Essential Duties

Operates heavy-volume telephone system receiving calls to determine whether calls are emergencies and dispatches airport police, fire, emergency medical services, and other special service departments, and obtains pertinent information concerning incidents involving lives and property using standard operating procedures.

Uses a Computer Aided Dispatch (CAD) system for entering relevant call information and for entering and maintaining call disposition records.

Maintains communications and monitors the status of mobile police and paramedic units for the arrival at dispatched location, ascertains seriousness and exact circumstances of the police or medical emergency, notifies police supervisor as warranted, and dispatches and diverts units for additional assistance as needed.

Communicates and coordinates activity between other local, state, and federal agencies and police officers and the dispatching of peripheral assistance such as tow trucks, transportation requests, and citizen responders.

Facilitates computer clearances and gathers information for police officers through the National Crime Information System (NCIC), and the Colorado Crime Information System (CCIC).

Operates and monitors multi-band radio consoles, duress alarms, emergency phones, and closed-circuit television cameras located throughout the airport for criminal activities, airport emergencies, traffic problems, and weather emergencies.

Compiles and prepares information for various reports. Receives reports and complaints, and records pertinent information.

Trains employees on standard operating procedures, work protocols, officer and paramedic assignment areas, the use of computer terminals, call-taking response types, call dispositions, both for new employees and in-service training programs for experienced employees.

By position, may train employees on other skills as needed, such as proper two-way radio protocol, voice control, and resource management.

By position, assists with preparation of training materials, such as retrieving audio data from a voice recording system to support training, customer service, and quality control programs.

By position, may perform other general administrative or support duties, such as distribution of emergency calling information to airport tenants, preparation of revisions to standard operating procedures, updating of telephone number lists and Computer Aided Dispatch (CAD) system data.

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 - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about 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.

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.

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

Knowledge & Skills

Knowledge of basic police procedures and assignments sufficient for effective prioritization of dispatch units and for maintenance of sufficient protection within all sectors.

Knowledge of normal patrol or response areas or assigned locations and airport's geography sufficient to be able to determine and ensure continuous coverage within all sectors and to provide direction to mobile units responding to an emergency.

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

Skill in reacting calmly and effectively in emergency and stressful situations.

Skill in multi-tasking a variety of functions, media, conversations, and other environmental factors.

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

Two (2) years of public contact experience dealing with individual problems and applying policies, procedures, and/or legal guidelines; or Two (2) years of experience in call taking or dispatching for emergency services.

Education & Experience Equivalency

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

Licensure & Certification

Must pass an initial pre-security clearance screening to obtain an OSN (Operator Security Number) from CBI (Colorado Bureau of Investigation) through successful completion of a certification as a condition of employment.

Must take and pass an online test every two years to maintain certification.

By position, requires a valid Driver's License at the time of application.

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

Working Environment

Potential exposure to unpleasant incidents (accidents, injuries and illness).

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 and extended shifts.

Work is primarily performed in a confined workspace and requires wearing a headset.

Noise sufficient noise to cause distraction or possible hearing loss.

Subject to long, irregular hours.

Subject to traffic, roadways, and pedestrians.

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 agency/department needs.):

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

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

By position, Motor Vehicle Record

Additional background check screenings done by DEN/DIA Security

Assessment Requirement

None

Probation Period

Nine (9) months.

Class Detail

Pay Grade: NE-16

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 6/25/2023

Revised By: GS

Class History: 2/28/22 - Removed assessment requirement.

6/25/2023- Pay grade revised as a result of CN1771.