



Office of Human Resources  
911 Dispatch Support Specialist - CN3061  
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### General Statement of Duties

Performs full performance emergency and non-emergency calls by receiving, processing and responding to calls from citizens via telephone, text and other means when assigned by a 911 Emergency Communication Supervisor or designee. Primarily performs non-radio dispatch functions to include citizen call backs, clearance information through NCIC, CCIC and DMV related searches, contact additional resources to help resolve incidents; and handles ROWE short tow logs, validates alarms received through ASAP and the nonemergency applications. Operates multi-line telephone systems, computer systems, and radio systems to complete assigned duties.

### Distinguishing Characteristics

The 911 Dispatch Support Specialist is distinguished from the 911 Emergency Communication Technician which performs telephone assistance to individuals over the phone and provides triage to emergency services. The 911 Dispatch Support Specialist is distinguished from the 911 Police Dispatcher which performs full performance emergency/non-emergency telephone assistance to individuals who are calling Denver-911 for police, emergency medical services and/or fire. This class is also distinguished from the police dispatcher which performs dispatch work operating and monitoring communications equipment in response to police emergencies. Finally, the 911 Dispatch Support Specialist is distinguished from the Aviation Emergency Dispatcher which its scope of operations is limited to the airport.

### Essential Duties

Performs full performance emergency and non-emergency telephone assistance to individuals who are calling Denver 911.

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

Validates alarms received through the Automated Secure Alarm Protocol system prior to sending for dispatch.

Handles Right of Way Enforcement short tow logs, as assigned.

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

Determines the nature of a call and if immediate attention is required immediately begins using the appropriate method over the phone.

Gathers information and rapidly/accurately enters into the Computer Aided Dispatch (CAD) system.

Works independently in interviewing the caller to accurately assess the urgency of the incident and the proper response required.

Performs outgoing telephone calls to obtain additional resources for working incidents managed by police radio dispatchers.

Reviews, prioritizes and validates resource needs for incidents received via any current electronic applications used within the emergency communications centers.

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

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** – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

### **Knowledge & Skills**

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

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

### **Level of Supervision Exercised**

None

### **Education Requirement**

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

### **Experience Requirement**

One (1) year of Denver 911 Emergency Communications Technician experience dealing with emergency individual problems and applying policies, procedures, and or legal guidelines and one year of computer user experience in a Microsoft Windows computer operating system 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.

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.

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.

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.

**Background Check Requirement**

Criminal Check

Employment Verification

Licensure/Certification

**Assessment Requirement**

Alphanumeric Data Entry

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-15**

**FLSA Code: N**

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

**Established By: LS**

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

**Revised By: SO**

**Class History: 2/19/21- Revised the experience requirement.**

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