



Office of Human Resources
911 Emergency Communication Supervisor - CN3039
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General Statement of Duties

Performs supervisory duties over operations within the Denver 911 operations center, facilitates teams and initiatives, and assumes command of Denver 911 Center in the absence of the Operations Manager and department leadership. This is an essential personnel position and is subject to immediate recall during major and/or emergency situations. This position requires the employee to work during inclement weather, regardless of the City's operational status.

Distinguishing Characteristics

This class performs supervisory duties over 911 communication staff and supports professional and/or higher-level managers through the application of the processes and principles to accomplish the operational goals of the communications center.

The 911 Emergency Communication Supervisor is distinguished from the Operations Supervisor I that performs supervisory duties over administrative, and/or technical staff and supports professional and/or higher level supervisors/manager through the application of the principles of a discipline, profession, and/or field of study to accomplish the operational goals of the assigned area(s).

The 911 Emergency Communication Supervisor class is distinguished from the Supervisor of Administrative Support I class that supervises and coordinates the activities of workers involved in providing office support work.

Essential Duties

Performs supervisory duties over Denver 911 personnel assigned to the functions of providing emergency and public safety information for Police, Fire, and Emergency Medical Services (EMS).

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff and establishes unit and staff work goals and objectives.

Trains new staff members on applicable standards, regulations, and requirements for the assigned work area(s), orients staff with appropriate policies and procedures, and ensures that work conforms to policies, standards, and regulations.

Implements safety standards and develops procedures to ensure compliance. Prepares work records and reports.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Assists in conducting hiring interviews and recommends candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of employee activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action.

By position, performs minor repairs on computer and telephone systems equipment to reduce downtime and provide uninterrupted service to the public.

By position, provides detailed status reports for system technicians to ensure the most accurate, cost effective, and timely efforts are being carried out.

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

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.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

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

Knowledge & Skills

None

Level of Supervision Exercised

Supervises two or more staff members.

Education Requirement

Associate's Degree in Management, Business Administration, Public Administration, Political Science, or a related field.

Experience Requirement

Three (3) years of experience performing technical, professional supportive and/or administrative work (this does not include office support work) in a large high volume public safety communications center serving Police, Fire, and EMS and local government resources agencies.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

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

Requires an OSN certification before the end of academy training and successful background check for certification and recertification as required by the Colorado Bureau of Investigation.

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

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

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

Working Environment

Essential Personnel.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Requires judgment and action in life threatening situations.

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

Mandatory overtime with little to no notice.

Shift work with varying days off, works holidays and weekends, subject to changing work schedule.

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):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

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.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-20

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 11/12/2023

Revised By: SO

Class History: 11/27/2022- Updated pay grade as a result of CN1743; 11/12/23 Revised pay grade as a result of CN1800