



Career Service Authority

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911 Operator

GENERAL STATEMENT OF CLASS DUTIES

Performs telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, other similar emergency services and performs data retrieval work operating computer terminals.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the 911 Lead Operator in that it does not perform lead work functions. It is also distinguished from the Police Dispatcher that performs dispatch work operating and monitoring communications equipment in response to police emergencies.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

No supervisory responsibility

ESSENTIAL DUTIES

Operates heavy -volume emergency telephone system receiving calls for the police, fire, and emergency paramedic departments and obtains pertinent information concerning incidents involving the lives and property of citizens.

Determines whether a call is an emergency or non-emergency situation and directs the call to the appropriate agency.

Enters information into a Computer Aided Dispatch (CAD) system and relays the call information to the police dispatcher which may involve direct radio communication with police officers.

Performs computer clearances and information searches 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.

Compiles and prepares information for various reports.

Some positions may perform other general clerical duties.

Performs other related duties as assigned or requested.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

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.

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; relates well to different people from varied backgrounds and different situations.

Memory – Recalls information that has been presented previously.

Customer Service – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Conscientiousness – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Flexibility – Adapts quickly to changes.

Skill in communicating clearly and concisely to elicit, and/or present explanatory information while controlling emotions and voice inflexions over the phone during varying degrees of stress.

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

Skill in establishing effective working relationships with other employees and organizations in emergency or other situations.

Skill in the interpretation and application of written guidelines, precedents and work practices to standardized work situations or specific cases.

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

Skill in reviewing, sorting, or collecting data from a variety of sources.

Ability to work under pressure, exercise good judgment and make sound decisions in stressful situations.

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.

Ability to learn and interpret maps, learn radio and other codes, and interpret data received from multiple sources.

Knowledge of general office procedures sufficient to be able to perform clerical duties as assigned.

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

Physical Demands:

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

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.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of public contact experience dealing with 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.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 03/01/2004

REVISED BY: R. Monaco

CLASS HISTORY January 2004, job description was converted to new format, competencies were added, and the experience requirement was revised.