Classification Notice No. 1303

To: Agency Heads and Employees

From: Jeff Dolan, Career Service Executive Personnel Director

Date: July 15, 2009

Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by adding Emergency Communications Operator (617-S) and Lead Emergency Communications Operator (618-S).

In order to improve emergency response times, Denver Health, in conjunction with the Denver Combined Communications Center, conducted a study on 911 call times. The study also included an analysis on the series of events that occur from the point a call is answered to the point a call is ready to dispatch. The outcome of the study indicated that emergency response times can be reduced by creating a new classification that combines the duties performed by 911 Operators with the EMS call taking duties currently performed by Paramedic Dispatchers. The new classification, Emergency Communications Operator, will not only capture the new Emergency Medical Dispatch (EMD) triage and instructions provided by incumbents to callers, but also the CPR and EMD Certifications required for performance of these duties. An additional classification, Lead Emergency Communications Operator, will be created to perform permanently assigned lead work in addition to performing the duties of the Emergency Communications Operator.

NEW CLASSES

<table>
<thead>
<tr>
<th>Job Code</th>
<th>Classification Title</th>
<th>Pay Grade &amp; Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>CS2386</td>
<td>Emergency Communications Operator</td>
<td>617-S ($37,548 - $54,801)</td>
</tr>
<tr>
<td>CS2387</td>
<td>Lead Emergency Communications Operator</td>
<td>618-S ($39,257 - $57,292)</td>
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</table>

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is Thursday, August 6, 2009 at 9:15 a.m. in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Alena Martinez alena.martinez@denvergov.org by 8:00 a.m. on Tuesday, July 28, 2009. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran leon.duran@denvergov.org at (720) 913-5168 no later than noon on Tuesday, August 4, 2009.
应急通讯操作员

**一般工作描述**

执行全面的紧急和非紧急电话协助给正在拨打Denver-911的个人，以获取警方、紧急医疗服务和/or火警信息，并提供应急医疗调度和指示。

**区分特征**

应急通讯操作员与执行永久性领导工作和全面紧急和非紧急电话协助的高级应急通讯操作员区分开。这个类别的工作也被区别于执行调度工作以响应警方和护理人员紧急情况的调度员。最后，应急通讯操作员与航空紧急调度员区别开来，因为它的范围仅限于机场。

定义：应急医疗调度和指示是通过国家紧急调度学院（NAED）的优先调度系统在电话中提供医疗治疗和指示的方法。

**指导方针、难度和决策水平**

指导方针通常是但并不总是清晰适用的，要求员工在选择最具相关性的指南、解释先例、将标准实践适应于不同情况以及在没有先例的情况下推荐替代方案时进行判断。

分配的职责通常是复杂的，可能具有显著的复杂性。工作分配是在一般指示的框架下进行的，同时在各个阶段的完成中协调分配的职责或项目。

员工负责确定采取的时间、地点和顺序。不寻常的问题或不符合标准实践的偏离可能在开始前与主管讨论。

**接受的监督级别和质量审查**

在一般监督下，员工将收到分配的任务并期望按照实质独立地完成。工作将被审查是否符合指示，准确性、完整性以及标准实践或先例的一致性。

反复的工作如果明显符合指导方针，可能或可能不会被审查。
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 duties.

ESSENTIAL DUTIES

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.

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

Determines the medical nature of a call and if immediate medical attention is required immediately begins using Emergency Medical Dispatch 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 by fire, police and/or emergency medical services (EMS).

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.

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

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & 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 in ways that are appropriate to listeners and situations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.
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 exceed their expectations and is committed to providing quality services.

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

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

Problem-Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

Manages & Organizes Information – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

Self-Management – Sets well defined and realistic personal goals and is motivated to achieve them, manages own time and deals with stress effectively.

Reading - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling communicate thoughts, ideas, information, and messages in writing.

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

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.
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.

**Education/Experience Equivalency:**

None.

**Licensure and/or 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 the 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.
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<tr>
<th><strong>CLASS DETAIL</strong></th>
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<tbody>
<tr>
<td><strong>FLSA CODE:</strong></td>
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<tr>
<td><strong>ESTABLISHED DATE:</strong></td>
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<td><strong>REVISED DATE:</strong></td>
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<td><strong>REVISED BY:</strong></td>
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<td><strong>CLASS HISTORY:</strong></td>
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GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead-work and 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.

DISTINGUISHING CHARACTERISTICS

The Lead Emergency Communications Operator is distinguished from Emergency Communications Operator which provides emergency and non-emergency telephone assistance to the individuals who are calling the Denver-911 for police, emergency medical services, and/or fire and does not have the permanently assigned lead-work responsibility. This class is also distinguished from the Police and Paramedic series which perform dispatch work operating and monitoring communications equipment in response to police and paramedic emergencies. The Lead Emergency Communications Operator is distinguished from the Aviation Emergency Dispatcher which its scope of operations is limited to the airport.

Definition: The emergency medical dispatch triage and instructions is a method of rendering medical treatment and fire instructions over the phone using the National Academy of Emergency Medical Dispatch. Providing emergency medical dispatching triage and instructions is a method of rendering medical treatment and fire instructions over the phone established by the National Academy of Emergency Dispatch (NAED) priority dispatch system.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

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:

Performs permanently assigned lead work.

ESSENTIAL DUTIES

Performs permanently assigned lead-work and 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.

Processes a high volume of phone calls for the police, fire and emergency paramedic departments under stressful and demanding emergency situations using the center’s computerized telephone system.

Works independently in interviewing the customer to accurately assess the urgency of the incident and the proper response required by fire, police and/or EMS.

Determines the medical nature of a call and if immediate medical attention is required immediately begins using Emergency Medical Dispatch method over the phone.

Rapidly gathers information and accurately enters the information into the Computer Aided Dispatch (CAD) computer system.

Utilizes excellent oral communication skills to interact with citizens who may be under stress, in crisis or who may be cognitively impaired.

Performs computer clearances and information search 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.

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

Compiles and prepares information for various reports.

Assists in retrieving audio data from voice recording system in response to requests for information and to support training and quality control programs.

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, provides feedback to the employees and the supervisor, and makes recommendation for proper correction/completion.

Resolves work 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.

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.

**MINIMUM QUALIFICATIONS**

**Competencies, Knowledge, & 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 in ways that are appropriate to listeners and situations.

- **Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

- **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 exceed their expectations and is committed to providing quality services.

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

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

- **Problem-Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

- **Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

- **Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

- **Leadership** – Interacts with others to influence, motivate and challenge them; adapts leadership styles to a variety of situations.
Manages & Organizes Information – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

Self-Management – Sets well defined and realistic personal goals and is motivated to achieve them, manages won time and deals with stress effectively.

Reading - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Knowledge of supervisory principles and practices sufficient to enable to perform a variety of lead work functions.

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

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:

One year of experience at the type and level of Emergency Communication Operator and one year of computer user experience in a Microsoft Windows environment or comparable operating system.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

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

Possession of EMD Certification issued by NAED before the end of academy training and successful 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.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: xx/xx/2009

REVISED DATE: 

REVISED BY: Hameed Pousti

CLASS HISTORY: xx/xx/2009 – This is a new class resulting from consolidating the 911 Operator and the 911 Lead Operator classes.