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, paraprofessional, 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.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Ensure appropriate delivery of service to the public is provided in an efficient, accurate, and expeditious manner; monitor and evaluate incoming and outgoing telephone calls to ensure that resources are being utilized to their optimum level; monitor two-way radio traffic and Computer-Aided Dispatch (CAD) silent dispatch transmissions to ensure conformity with policies, procedures and plans.

Ensure that all orders, directives, policies, and procedures pertaining to operational procedures are adhered to for the division to operate in an efficient and professional manner.

Responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion. Exercise supervision over personnel assigned to the Denver 911 Operations to ensure that the goals and objectives of the Agency are maintained at the highest level.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Conduct roll call sessions and schedule the daily work assignments of public safety emergency communications operator and police dispatchers to achieve maximum effectiveness and efficiency of available personnel.
**Interpersonal Communication & Purpose**

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Communicates frequently with on duty employees in a manner that is clear, concise, respectful and professional at all times.

Directs appropriate information as needed and required to all levels of people, including managers, public safety partners, Safety officials, media, Denver agencies, and employees.

**Level of Supervision Exercised**

Supervises two or more staff members.

**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.

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

**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, paraprofessional, 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):

- Sitting: remaining in the normal seated position.
- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Balancing: maintaining body equilibrium to prevent falling over.
- Reaching: extending the hand(s) and arm(s) in any direction.
- 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.
- Eye/hand/foot coordination: performing work through using two or more.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification
- Licensure/Certification

### Assessment Requirement

- Professional Supervisor

### Probation Period

Six (6) months.
Class Detail

Pay Grade: N-811
FLSA Code: Y
Management Level: 7
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 5/24/19
Revised By: Ryland Feno
Class History: Updated assessment requirement.