



Office of Human Resources
911 Emergency Communication Technician - CN2517
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General Statement of Duties

Performs full performance emergency and nonemergency 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 911 Emergency Communication Technician is distinguished from the 911 Lead Emergency Communication Technician which 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.

The 911 Emergency Communication Technician is distinguished from the 911 Dispatch Support Specialist who primarily performs non-radio dispatch functions to include citizen call backs, clearance information through NCIC, CCIC and DMV related searches, contacts additional resources to help resolve incidents; and handles ROWE short tow logs, validates alarms received through ASAP and the non-emergency applications. Finally, the 911 Emergency Communication Technician 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.

Level of Supervision Exercised

None

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).

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

Performs other related duties as assigned or requested.

Any one position may not include all 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

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.

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.

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

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

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.

Education Requirement

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

Experience Requirement

Two (2) 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

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.

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):

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.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
Licensure/Certification

Assessment Requirement

Alphanumeric Data Entry, ECOMM

Probation Period

Nine (9) months.

Class Detail

Pay Grade: N-616

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: