



Office of Human Resources  
Paramedic Dispatch Supervisor - CN2568  
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### General Statement of Duties

Performs supervisory duties and directs the operations of the Emergency Service Dispatcher Unit at the Denver Department of Health and Hospitals.

### Distinguishing Characteristics

The Paramedic Dispatch Supervisor class performs first-line supervisory duties over workers who operate and monitor radio, telephone, or computer equipment to receive reports of medical emergencies and relay information or orders to proper officials and who are authorized to render medical treatment over the phone.

### Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

### Essential Duties

Supervises the emergency service dispatchers and ensures appropriate response of emergency medical services to the public.

Investigates complaints, resolves problems with the public and employees, and provides information to various agencies and groups regarding the services, regulations, and unit policies.

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; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, 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.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employees grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes..

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.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of the concepts, principles, and theories of transmissions, broadcasting, switching, control, construction, or operation of telecommunications systems.

Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Education Requirement**

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

**Experience Requirement**

Two (2) years of dispatching experience operating and monitoring communications equipment in response to medical emergencies.

**Education & Experience Equivalency**

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

**Licensure & Certification**

Possession of a current Colorado Emergency Medical Technician–Basic Certificate (EMT-B) issued by the State of Colorado.

Completion of Emergency Medical Dispatch Training by the end of the probationary period.

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

**Working Environment**

Handles absentee replacement on short notice  
Handles emergency or crisis situations  
Subject to many interruptions  
Subject to varying and unpredictable situations  
Pressure due to multiple calls and inquiries  
Requires judgment/action which could result in the death of a patient.

**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.):

Eye/hand/foot coordination: performing work through using two or more  
Fingering: picking, pinching or otherwise working with the fingers  
Sitting: remaining in the normal seated position.

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

Near vision: ability to see details at close range (within a few feet of the observer).

Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Depth perception: ability to judge distance and space relationships

Far acuity: ability to see clearly at 20 feet or more

Field of vision: ability to see peripherally.

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

**Background Check Requirement**

Criminal Check  
Employment Verification

**Assessment Requirement**

Labor and Trades Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: N-623**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**