General Statement of Duties

Performs intermediate level work monitoring, surveillance, and data storage from live video camera feeds and body cameras to provide assistance or intervention to prevent injury to the public, prevent damage to infrastructure or property, monitor public disturbances, or identify real threats, and to provide video evidence and testimony in related investigations and cases.

Distinguishing Characteristics

This class performs intermediate level work monitoring, surveillance, and data storage from live video camera feeds and body cameras to provide assistance or intervention to prevent injury to the public, prevent damage to infrastructure or property, monitor public disturbances, or identify real threats, and to provide video evidence and testimony in related investigations and cases. This class is distinguished from the Emergency Communications Operator who 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. This class is distinguished from the Aviation Operations Representative, who provides a variety of operational support services for the daily operation of the airport in the airport communications center, aircraft operations area, and terminal facilities. This class is distinguished from the Associate Closed Circuit Television Technician, who performs intermediate level work inspecting sanitary and storm sewer lines by operating a remote controlled, self propelled closed-circuit video camera and related equipment and assists in determining the need for repairs, maintenance, and/or replacement.

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 & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

None
**Essential Duties**

Operates high activity locate observe (HALO) and other live closed circuit video camera system feeds to monitor, identify, prioritize, and report public activities requiring the dispatch of a police officer.

Assists and communicates with police officers in the field on priority calls using computer aided dispatch (CAD) system, two-way police radios, and video camera systems.

Sets up command post video cameras feeds, and provides video monitoring of activities during special events, protests, and large events and assists with video monitoring for specialized units or sting operations.

Coordinates police officer body camera set up and operation; enters officer information into camera database; issues new cameras and replaces damaged or malfunctioning cameras.

Responsible for storage and archiving of video recordings on to appropriate media from server.

Responds to requests for video evidence during investigations; accesses servers and storage media to check for specific video footage and creates discs of video.

Provides court testimony on the validity of video footage. Performs other 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**

Attention to Detail is thorough when performing work and conscientious about attending to detail.

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.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Knowledge & Skills**

Knowledge of normal patrol or response areas or assigned locations and geography sufficient to be able to determine and ensure continuous coverage within all sectors and to provide direction to mobile units en route to an emergency.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.
Skill in reacting calmly and effectively in emergency and stressful situations.

Skill in utilizing a variety of computer systems and dispatching equipment. Skill in reviewing, sorting, or collecting data from a variety of sources.

### Education Requirement

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

### Experience Requirement

One (1) year of experience working with security and safety issues or law enforcement, including reporting unauthorized activity or emergencies and must include the utilization of two-way radio communications.

### Education & Experience Equivalency

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

### Licensure & Certification

None

### Working Environment

Subject to varying and unpredictable situations. Handles emergency or crisis situations. Subject to many interruptions. Pressure due to multiple calls and inquiries.

### 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
- **Handling**: seizing, holding, grasping, or otherwise working with hands. Feeling: perceiving attributes of objects by means of skin receptors.
- **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.
- **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

### Assessment Requirement

None
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<th>Probation Period</th>
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<tr>
<td>Pay Grade: N-613</td>
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<tr>
<td>FLSA Code: N</td>
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<tr>
<td>Management Level: 10</td>
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