General Statement of Duties
Performs regularly assigned lead work over Police Video Operators who are responsible for 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
The Lead Police Video Operator performs permanently assigned lead work over Police Video Operators who are responsible for 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 Lead Emergency Communications Operator who 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.

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
Exercises regularly assigned lead work duties over two or more Police Video Operators.

Essential Duties
Performs permanently assigned lead work over Police Video Operators while operating 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, escalated, and/or sensitive calls using computer aided dispatch (CAD) system, two-way police radios, and video camera systems.

Oversees command post staff operating video cameras during special events, protests, large events, as well as support for specialized units or sting operations; ensures adequate staffing, determines shift priorities, and provides video monitoring.

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.

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 and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Designs, develops, and presents shift specific on-the-job training, determines appropriate learning objectives and methodology to be used, and reviews training progress with supervisor.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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**

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.

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.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
Technical Competence - Uses knowledge that is acquired through formal training and/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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### 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 enroute to an emergency.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

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 operating police video surveillance cameras.

### 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.

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<thead>
<tr>
<th>Background Check Requirement</th>
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<tbody>
<tr>
<td>Criminal Check</td>
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<tr>
<td>Employment Verification</td>
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<th>Assessment Requirement</th>
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<thead>
<tr>
<th>Probation Period</th>
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<td>Six (6) months.</td>
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<tr>
<td>Pay Grade: N-614</td>
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<tr>
<td>FLSA Code: N</td>
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<tr>
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<tr>
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<tr>
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