

**POSTING IS REQUIRED**

**Classification Notice No. 1303**

To: Agency Heads and Employees  
From: Jeff Dolan, Career Service Executive Personnel Director  
Date: July 15, 2009  
Subject: Proposed Change to the Classification and Pay Plan

**The proposed change amends the Classification and Pay Plan by adding Emergency Communications Operator (617-S) and Lead Emergency Communications Operator (618-S).**

In order to improve emergency response times, Denver Health, in conjunction with the Denver Combined Communications Center, conducted a study on 911 call times. The study also included an analysis on the series of events that occur from the point a call is answered to the point a call is ready to dispatch. The outcome of the study indicated that emergency response times can be reduced by creating a new classification that combines the duties performed by 911 Operators with the EMS call taking duties currently performed by Paramedic Dispatchers. The new classification, Emergency Communications Operator, will not only capture the new Emergency Medical Dispatch (EMD) triage and instructions provided by incumbents to callers, but also the CPR and EMD Certifications required for performance of these duties. An additional classification, Lead Emergency Communications Operator, will be created to perform permanently assigned lead work in addition to performing the duties of the Emergency Communications Operator.

**NEW CLASSES**

<b><u>Job Code</u></b>	<b><u>Classification Title</u></b>	<b><u>Pay Grade &amp; Range</u></b>
CS2386	Emergency Communications Operator	617-S (\$37,548 - \$54,801)
CS2387	Lead Emergency Communications Operator	618-S (\$39,257 - \$57,292)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

**Public Notice of Changes:**

The scheduled time for the public hearing is **Thursday, August 6, 2009 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

**Note:** Please submit any questions or comments on this proposal in writing to Bruce Backer [bruce.backer@denvergov.org](mailto:bruce.backer@denvergov.org), Career Service Authority, in care of Alena Martinez [alena.martinez@denvergov.org](mailto:alena.martinez@denvergov.org) by 8:00 a.m. on **Tuesday, July 28, 2009**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran [leon.duran@denvergov.org](mailto:leon.duran@denvergov.org) at (720) 913-5168 no later than noon on **Tuesday, August 4, 2009**.



## Career Service Authority

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# Emergency Communications Operator

### GENERAL STATEMENT OF CLASS 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.

### DISTINGUISHING CHARACTERISTICS

The Emergency Communications Operator is distinguished from the Lead Emergency Communications Operator 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. This class is also distinguished from the police and paramedic dispatcher series which perform dispatch work operating and monitoring communications equipment in response to police and paramedic emergencies. Finally, the Emergency Communications Operator 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. Providing emergency medical dispatching triage and instructions is a method of rendering medical treatment and fire instructions over the phone established by the National Academy of Emergency Dispatch (NAED) priority dispatch system.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

No supervisory duties.

**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).

Performs computer clearances and information search for police officers, district attorneys and detectives utilizing computer systems including National Crime Information Center system (NCIC), the Colorado Crime Information Center system (CCIC), and City and County of Denver court files.

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

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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.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

**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.

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

**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.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work demonstrates responsible behavior.

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

**Problem-Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

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

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

**Manages & Organizes Information** – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

**Self-Management** – Sets well defined and realistic personal goals and is motivated to achieve them, manages work time and deals with stress effectively.

**Reading** - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

**Writing** – Uses correct English grammar, punctuation, and spelling communicate thoughts, ideas, information, and messages in writing.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Knowledge of Denver's geography and street layout sufficient to be able to determine district and precinct levels.

### ***Physical Demands:***

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.

***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.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Two 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:***

None.

***Licensure and/or Certification:***

Possession of CPR Certification before the end of academy training and successfully recertification as required by the National Academy of Emergency Medical Dispatch during the employment.

Possession of 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 an online test every two years to maintain certification.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/16/1995

**REVISED DATE:** xx/xx/2009

**REVISED BY:** Hameed Pousti

**CLASS HISTORY:** xx/2009 – This is a new class resulting from consolidating the 911 Operator and the 911 Lead Operator classes.



## Career Service Authority

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# Lead Emergency Communications Operator

### GENERAL STATEMENT OF CLASS DUTIES

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.

### DISTINGUISHING CHARACTERISTICS

The Lead Emergency Communications Operator is distinguished from Emergency Communications Operator which provides emergency and non-emergency telephone assistance to the individuals who are calling the Denver-911 for police, emergency medical services, and/or fire and does not have the permanently assigned lead-work responsibility. This class is also distinguished from the Police and Paramedic series which perform dispatch work operating and monitoring communications equipment in response to police and paramedic emergencies. The Lead Emergency Communications Operator 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. Providing emergency medical dispatching triage and instructions is a method of rendering medical treatment and fire instructions over the phone established by the National Academy of Emergency Dispatch (NAED) priority dispatch system.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

Performs permanently assigned lead work.

**ESSENTIAL DUTIES**

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.

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.

Works independently in interviewing the customer to accurately assess the urgency of the incident and the proper response required by fire, police and/or EMS.

Determines the medical nature of a call and if immediate medical attention is required immediately begins using Emergency Medical Dispatch method over the phone.

Rapidly gathers information and accurately enters the information into the Computer Aided Dispatch (CAD) computer system.

Utilizes excellent oral communication skills to interact with citizens who may be under stress, in crisis or who may be cognitively impaired.

Performs computer clearances and information search for police officers, district attorneys and detectives, utilizing computer systems including National Crime Information System (NCIC), the Colorado Crime Information System (CCIC), and City and County of Denver court files.

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

Compiles and prepares information for various reports.

Assists in retrieving audio data from voice recording system in response to requests for information and to support training and quality control programs.

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, provides feedback to the employees and the supervisor, and makes recommendation for proper correction/completion.

Resolves work problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for the formal performance evaluation.



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

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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.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

**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.

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

**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.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

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

**Problem-Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

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

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

**Leadership** – Interacts with others to influence, motivate and challenge them; adapts leadership styles to a variety of situations.

**Manages & Organizes Information** – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

**Self-Management** – Sets well defined and realistic personal goals and is motivated to achieve them, manages won time and deals with stress effectively.

**Reading** - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

**Writing** – Uses correct English grammar, punctuation, and spelling communicate thoughts, ideas, information, and messages in writing.

**Flexibility** – Adapts quickly to changes.

Knowledge of supervisory principles and practices sufficient to e able to perform a variety of lead work functions.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Knowledge of Denver's geography and street layout sufficient to be able to determine district and precinct levels.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

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.

### ***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.

**Education Requirement:**

Graduation from high school or possession of a GED Certificate.

**Experience Requirement:**

One year of experience at the type and level of Emergency Communication Operator and one year of computer user experience in a Microsoft Windows environment or comparable operating system.

**Education/Experience Equivalency:**

None.

**Licensure and/or Certification:**

Possession of CPR Certification before the end of academy training and successful recertification as required by the National Academy of Emergency Medical Dispatch during the employment.

Possession of EMD Certification issued by NAED before the end of academy training and successful 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 an online test every two years to maintain certification.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** xx/xx/2009

**REVISED DATE:**

**REVISED BY:** Hameed Pousti

**CLASS HISTORY:** xx/xx/2009 – This is a new class resulting from consolidating the 911 Operator and the 911 Lead Operator classes.