



City of Pueblo • Human Resources • PO Box 1427 • Pueblo CO 81002
 Phone: 719.553.2633 • Fax: 719.553.2696

KNOWLEDGE, SKILLS AND ABILITIES CHECKLIST

CLASS TITLE: EMERGENCY SERVICES DISPATCHER

Form Instructions:

1. List the Knowledge, Skills and Abilities (KSAs) from the most recent version of the Job Description.
2. The KSAs are important to successful job performance. These must be evaluated in terms of overall degree of importance and percent of time such KSAs are used in accomplishing essential job functions.
3. Use the following criteria to represent the Degree of Importance:
 - a. MINOR - The skill area is used 5% or less of the time.
 - b. MODERATE – The skill area is used between 6-14% of the time.
 - c. MAJOR – The skill area is used 15% or more of the time.
 - d. ALWAYS – The skill area is used to successfully perform all or nearly all aspects of the position.
4. KSAs containing asterisks (***) may be subject to testing through the Civil Service Commission.

Knowledge, Skills and Abilities (KSA) Essential to perform this job	Degree of Importance
Must have knowledge of:	
Pueblo City and County streets, locations and landmarks	MAJOR
Basic filing procedures	MODERATE
Superior customer service principles and skills	ALWAYS
Must have the skill and ability to:	
Learn and abide by department policies, practices, techniques, and methods required to perform the essential functions	ALWAYS
Prioritize calls (emergent/non-emergent)	MAJOR
React with an appropriate sense of urgency	MAJOR
Operate multi-frequency 2-way radio and multi-line telephone systems while maintaining composure and room awareness	ALWAYS
Operate a computer system terminal with multiple screens, related office equipment, and computer-aided software programs to access and enter information through the use of word processors, spreadsheets, and/or databases	ALWAYS
Work consistently well under pressure to manage excessively stressful situations without compromising job performance or mental and physical efficiency, including excellent organizational skills to manage work time properly in light of heavy workloads, and the ability to gather pertinent information quickly and accurately, detect and correct errors, and perform multiple competing tasks simultaneously when necessary	ALWAYS

Distinguish directions	MODERATE
Listen to, read, and understand applicable rules, policies, procedures, laws, correspondence and memoranda	ALWAYS
Accept discipline and constructive criticisms, and comply with verbal and written instructions	MAJOR
Effectively train, coach, and mentor all job requirements to new dispatchers	MODERATE
Provide good customer service to and communicate effectively, both orally and in writing, with diverse persons or groups, including superiors, City personnel, other agencies, the general public, and others contacted in the course of work. In absence of face-to-face involvement, this includes effectively listening to and transmitting information in an understandable, accurate and helpful manner, while demonstrating consistency, courtesy, personal integrity, high moral standards, empathy/sensitivity. and a professional demeanor	ALWAYS
Elicit mission-essential information from upset and irate callers, and maintain a calm and professional demeanor with callers who may be verbally abusive, emotionally upset, uncooperative, or frightened	ALWAYS
Use good judgment and act decisively in handling emergency and stressful situations, assessing problems and situations in a timely manner, anticipating needs, evaluating alternatives, and appropriately using available resources with expediency	ALWAYS
Display self-motivation, loyalty, and commitment to the Department and the City of Pueblo, and show the willingness to take initiative and act in a dependable and mature manner	MAJOR
Promote an atmosphere that embraces cooperation, a positive attitude, diversity, integrity, trust, respect, and teamwork by being empathetic, caring, patient, enthusiastic, polite and professional	ALWAYS
Work a variety of shifts that are in the same office type setting	MAJOR
Perform all duties in a safe manner and in accordance with organizational values, policies, and procedures	ALWAYS

In my judgment, the knowledge, skills, and abilities shown on this checklist reasonably match the knowledge, skills, and abilities of this position.

Director Name: Troy Davenport Title: Police Chief

Signature:  Date: 6-6-18

HR Representative: Shelly Carrillo Title: HR Analyst

Signature: _____ Date: _____