

EMERGENCY COMMUNICATIONS CENTER TRAINING COORDINATOR

GRADE PS11

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs intermediate technical and responsible administrative work overseeing, planning and implementing communications center training; does related work as required. Work is performed under general supervision. Supervision exercised over subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Identifying training needs; developing training plans; maintaining training records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Coordinates training, certification, recertification and development of Communications Center personnel; evaluates training needs of new and existing employees; establishes training plan in accordance with Communications Center requirements and level of training required to fill positions; prepares lesson plans and training materials; monitors employee performance during training activities to ensure training needs have been met; supervises on-the-job training program; prepares training reports and maintains training records.
- Conducts classes pertaining to dispatch activities/procedures at criminal justice academies.
- Develops and maintains quality assurance program; performs VCIN audits and reviews entries.
- Assists in developing new/revised procedures, rules, and regulations pertaining to training activities; conducts continual technical review of effectiveness of training procedures.
- Trains users on 800 MHZ Radio system.
- Serves as liaison to Fire, Rescue and Emergency Management and Sheriff's Office.
- Investigates complaints pertaining to personnel or activities; submits written findings and initiates appropriate resolution of problems.
- Assists in monitoring radio traffic of other departments and other law enforcement, emergency and non-emergency agencies to respond to radio calls and to maintain an awareness of activities; monitors and responds appropriately to County-wide intrusion alarm system; monitors security of Center via security camera system and monitor screens.
- Prepares training forms/reports, training records, VCIN certification records, training materials or other documents.
- Performs dispatching duties; receives, screens, processes and monitors emergency 911 calls; evaluates, categorizes and prioritizes calls; dispatches agency personnel to incident locations; maintains communications with all parties involved in emergency situations; monitors status/location of responding emergency units; provides pre-arrival medical instructions; conveys information between callers and emergency personnel; screens audio tapes; maintains records of calls, work activities and related information; communicates effectively and coherently over radio channels while initiating and responding to radio communications.
- Coordinates scheduling of Shift Personnel.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of the methods of operating the communications system; comprehensive knowledge of radio and teletype procedures; thorough knowledge of the geography of the County and location of important buildings; ability to identify training needs and secure training resources; ability to deal courteously with the public under stressful conditions; ability to communicate effectively in both oral and written forms; ability to establish and maintain effective working relationships with associates.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from high school and extensive experience in Emergency Telecommunications.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession and maintenance of Basic Dispatch required. DCJS General Instructor and VCIN Instructor preferred or must be able to obtain within one year.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.