



Training Coordinator

Classification:	Program Coordinator I	Reports to:	Dispatch Operations Division Manager
Division:	Operations	Direct Reports:	N/A
FSLA:	Exempt	Salary Range:	816

Job Overview

This position manages the Dispatch Operations Training program and assists in coordination and delivery of Agency-wide training. Job responsibilities involve program management; development, implementation and oversight of training plans, curriculum and courses of study; and program reporting, evaluation, and records maintenance. The successful candidate will exercise considerable discretion, initiative and independence to accomplish program goals and objectives. Building strong professional relationships and ongoing trust with Dispatchers, Call Takers, Communications Training Officers (CTOs), Agency Instructors, Supervisors and other Agency staff is critical to overall program success. Work is performed under direction of the Dispatch Operations Division Manager.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Manage the full range of activities for the Operations training program.
- Oversee training program certifications.
- Ensure training program practices and materials adhere to agency accreditations and certifications.
- Supervise Communications Training Officers in the program's work.
- Manage the training activities for new Call-Takers and Dispatchers from hire through training and probation.
- Establish and monitor program structure, assignments and resources.
- Develop, implement and facilitate training plans, lessons, course objectives and tests.
- Develop and implement policies, procedures, and job assignments.
- Maintain training records and compilation of continuing education requirements for certification programs.
- Prepare information including reports, proposals, and other related program correspondence.
- Oversee work projects from inception to completion.
- Provide information and assistance to other departments, outside agencies, and the public as necessary.
- Represent the Agency in forums such as service relationships and public presentations.
- Identify and recommend improvements to program systems and procedures.
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in technical advances, training development, policy and procedures.
- Participate as needed during emergencies, including emergency operations center activations.
- Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.
- Participate as needed during emergencies, including emergency operations center activations.
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed basis.
- Performs related duties as assigned.

Minimum Job Qualifications

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- A Bachelor's Degree in education, adult learning, technical education, training or field with related emphasis – or –
- At least one year of relevant full-time work experience. – or –
- *(For internal candidates)* At least three years' *(less-than-full-time equivalent)* participation in positions of training and leadership such as Communications Training Officer, Instructor, Acting Supervisor or Supervisor.
 - Direct training experience is highly desirable. This would include duties such as training employees (and/or adult learners) one-on-one, in small groups or in a classroom setting; creating lesson plans, identifying learning objectives, and evaluating lessons to ensure objectives were met.
 - Other relevant experience could highlight how candidate has actively participated in leadership activities; dispatch process improvement; continuous performance improvement; mentoring; etc., including ability to provide honest feedback in a tactful manner to ensure a person understands how to move forward in their learning / training.



Job Description

- Strong working knowledge of Dispatch Operations subject matter including: Call-Taking, EMD, Police and Fire Dispatching; use of CAD / Dispatch operating programs and systems; standards, rules and regulations pertaining to Public Safety Communications. (And/or ability to come quickly up to working-speed on CRESA specific practices.)
- Excellent interpersonal and communications skills; ability to lead group discussions and build consensus.
- Demonstrated critical thinking and report writing / editing skills.
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis.

Knowledge of: public safety communications (police, fire and medical) principles, practices, techniques and technology; relevant laws, regulations, policies, procedures, contracts, accreditation and training requirements; program management principles and practices, including research, analysis and development.

Ability to: manage the full range of training program activities; provide functional direction to assigned training personnel (CTO, Instructors, guest teachers / speakers, etc.); evaluate issues, analyze problems, identify alternatives, develop recommendations and implement sound solutions; organize, set priorities and exercise sound independent judgment within areas of responsibility; understand, interpret, apply and explain relevant policies, procedures, laws and regulations; use technology to maximum advantage; prepare and present clear, concise and comprehensive reports and materials; establish and maintain positive, proactive and professional working relationships at all levels; communicate effectively and present information clearly, logically and persuasively; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ ○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’ ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. • <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Daily	Important
	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sit.</i> Remain in seated position to accomplish work. • <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Daily	Very Important
	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. • <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Daily	Important
	Daily	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. • <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
	Weekly / Monthly	Very Important



Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met.	Hourly / Constantly	--