

**Jefferson County  
Job Description**

<b>Position Title:</b>	Training Coordinator	<b>Grade Level:</b>	IV
<b>Department</b>	Emergency Communications	<b>Date:</b>	
<b>Reports to:</b>	Director of Emergency Communications	<b>FLSA Status</b>	Exempt

**Statement of Duties:** The Training Coordinator plans, coordinates, implements, and directs all training programs for 9-1-1 ECC employees to include dispatcher training program and agency in-service trainings. This position develops and implements educational programs; instructs in agency training programs; evaluates employee training; schedules roll calls; and performs call taking and dispatch duties in the event of an emergency.

**Supervision Required:** Works under the general direction of the Communications Director. Employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities. The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

**Supervisory Responsibility:** Employee, as a regular and continuing part of the job, provides training and oversight to *other workers* in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The employee is charged mainly with personnel development. Should any employee's be assigned to work subordinate to the Training Coordinator either temporarily or on a permanent basis will then require the Training Coordinator to supervise personnel.

**Confidentiality:** Employee has access to confidential information of the department, including personnel files, client records, and department records.

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations, jeopardize programs, monetary loss, labor/material costs, and danger to public health/safety, officer safety, and legal repercussions.

**Judgment:** Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

**Complexity:** Work consists of managing programs for the training, education, and development of mission critical personnel in a public safety 9-1-1 environment.

## **Jefferson County Job Description**

**Work Environment:** Work is performed in an office environment. Work may have sustained posture in a seated position for a prolonged period of time. Employee may be exposed to biohazards, emotional stress, and risk of personal injury. Must be available for emergency recall on evenings, weekends, and/or holidays. Must be willing to travel as required for duties or training.

**Nature and Purpose of Relationships:** Relationships are constantly with co-workers, public safety partners, and the public. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance involving the training, education, and certification of the staff. The employee communicates departmental practices, procedures, regulations or guidelines. Employee may be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

**Occupational Risk:** Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in typical emergency dispatch settings.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Plans, organizes, coordinates, implements, conducts, and evaluates a comprehensive training program to develop and enhance 9-1-1 communications staff performance.
2. Provides comprehensive training needs assessment for operations. Develops and implements written, comprehensive short-range training plans for the Training Academy.
3. Evaluates the training program for effectiveness and recommends changes to the Director or Deputy Director.
4. Communicates and coordinates employee training needs with Director or Deputy Director to ensure mandatory training requirements are being met.
5. Inputs, updates data, and maintains a comprehensive training database.
6. Administers or coordinates all in-house training academies. Schedules and coordinates in-service training in addition to recommending off-site training classes for ECC employees.
7. Instructs, counsels and evaluates Communications Training Officers who are training new personnel, when related to training duties.
8. Evaluates employees, analyzes and identifies communication and skill requirements, and translates needs into workshop and remedial training modules.
9. Remains current on all telecommunications equipment and procedural changes, as well as updating all training material to reflect the current environment.
10. Develops, distribute, and maintains appropriate training records, forms, files and certificates pursuant to records retention requirements related to training.
11. Assigns work duties; monitors the quality and progress of work performed by CTO Leads related to training responsibilities.
12. Provides feedback to shift supervisors related to CTO's and their work performance as training officers.
13. Attends and participates in various types of meetings; serves on committees as assigned.

## **Jefferson County Job Description**

14. Develops and maintains High School/Adult Public Education programs with the assistance of the Quality Assurance Coordinator.
15. Performs other related duties as required.

### **Recommended Minimum Qualifications:**

**Education and Experience:** Associates degree; three (3) years of experience working in a public safety communications center; including experience training dispatchers as a certified Communications Training Officer; or equivalent combination of education and experience.

**Special Requirements:** Must have a thorough understanding of the principles and practices of a public safety emergency services workplace. Employee must successfully pass a fingerprint-based background check, complete Criminal Justice Information Systems security training within six months of date of hire and have/obtain a valid West Virginia Operator's license thirty days from date of hire.

### **Knowledge, Abilities and Skill**

#### **Knowledge:**

- Knowledge of various training methods and techniques.
- Knowledge of eLearning options, learning management systems, instructional design theory, and web delivery tools.
- Knowledge of methods, principals, practices, and techniques of designated program and related assigned duties.
- Knowledge of procedures and practices of the assigned area/department.
- Knowledge of agencies and functions of the local government.
- Knowledge of occupational hazards and safety precautions of work.
- Knowledge of laws, codes, regulations, policies and procedures pertaining to emergency communications, first responder practices and procedures, and geographical layout of the County.

#### **Abilities:**

- Ability to establish and maintain working relationships with fellow employees to effectively relay instructions and training to staff, county officials, volunteers, and the general public.
- Ability to work well independently, as well as in a team environment, which requires coordination with other staff or agencies.
- Ability to instruct others in call taking and dispatch duties.
- Ability to deal with stressful situations, and maintain confidential information.
- Ability to communicate effectively orally and in writing in a professional business-like manner.
- Ability to maintain a professional appearance.
- Ability to understand and operate equipment for assigned tasks.
- Ability to write and communicate guidelines and reports.

## **Jefferson County Job Description**

- Ability to maintain records, logs, and proper reports.

### **Skills:**

- Skill in performing call-taking and dispatch duties and the ability to instruct others in these duties.
- Multi-task and possess organizational and time-management skills in order to meet deadlines.
- Must possess technical skills to understand and administer training using complex computer systems for critical public safety communications and other skills in working with computers and various forms of media.
- Skill in working with Microsoft Office Suite.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:** Little physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There will be occasional lifting of objects such as computer equipment.

**Motor Skills:** Position requires critical thinking problem-solving skills. Position also requires motor skills for activities such as: operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, sorting of papers or operating a motor vehicle.

**Visual Skills:** Position requires routine reading of documents, and reports for understanding, color vision needed.