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THURSTON 9-1-1 COMMUNICATIONS

Training Supervisor

Classification Specification 1119

Department: Dispatch
Pay Plan/FLSA Status: Pay & Class/Non-Exempt
Reports to: Deputy Director
Supervises: Public Safety Telecommunicator

GENERAL DESCRIPTION

The Training Supervisor is responsible for coordinating the recruitment process for Public Safety Telecommunications positions. This position also oversees the agency's internal training program, conducting training needs assessments, developing and implementing training plans and ensuring quality assurance of the training program, delivery and instructional staff.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Manages testing processes for Public Safety Telecommunications positions, which includes administering typing and written tests, background investigations to include scheduling psychological and hearing tests, and participating in the final selection process.

Performs needs assessments to identify the agency's training requirements and employee training and development by using surveys, performance evaluations, user requirements and other tools; evaluates effectiveness of training and makes revisions as necessary.

Develops and prioritizes training plans to include cost/benefit analysis, methodologies, and scheduling timeframe. Identifies training opportunities or available resources and makes recommendations. Establish training goals in conjunction with associated member agencies, including development, review and updates.

Coordinate training by reviewing training requests, locating appropriate training and trainers, allocating time, and coordinating resources.

Performs quality assurance assessments and effectiveness of training programs and recommends corrections/modifications as necessary. Provides on-going review and oversight of trainer performance through evaluation activities to confirm current standards

are being met. Assesses, develops and implements a management review process to ensure Certified Training Officer Policy and Procedure Manual requirements.

During basic training period, provides direct supervision of new employees; thereafter, as a coordinated effort with supervisors, provides continuation of training and mentoring for employees and certified training officers. Reviews employee's proficiency and ensures accomplishment of remedial training as necessary. Provides coaching, direction, motivation and support during and after the probationary period.

Conducts internal investigations of alleged performance or conduct of certified training officers and probationary employees by reviewing master tapes, event history and CAD reports and/or complaints. May administer or assist with discipline up to and including written reprimand and provides recommendation for discipline above written to the Executive Director.

Develops and maintains training records management systems to provide for proper evaluation, control and documentation of programs and ensuring compliance with all certification requirements. Develops training budget, monitors and documents related expenditures for area of assignment. Responsible for the maintenance of attendance records, certification records, and training correspondence and notifications.

Coordinates public education and outreach events and other related functions for community activities, groups, schools, etc., including developing curriculum and public education materials. Trains staff for public presentations and assistance at events. Documents and reports public education requirements for State 9-1-1 reimbursement.

When requested or as assigned, participates on committees, taskforces, and special projects

Serves as the technical agency coordinator (TAC) for the ACCESS system.

On an occasional basis, supervises the operations, activities, and personnel of the Communications Center to assure the compliance of established guidelines, procedures and policies.

Performs other duties as assigned.

DISTINGUISHING FEATURES

Responsible for the planning, development, coordination and implementation of the basic and continuing education training programs. Incumbent receives general direction and guidance from the Deputy Director to ensure agency goals and objects are met.

WORKING CONDITIONS

Work is performed primarily in an office or classroom environment. Sitting or standing for long periods of time during training programs may be required. Lifting and moving equipment, training materials, and other items up to 40 lbs is required.

Travel within and outside the state to attend meetings, conferences, events, and other activities may be required.

Depending upon coordination of training and employees' ability to attend training, incumbent may be required to work non-standard and/or extended hours which may include early mornings, evenings, nights, weekends, or holidays.

QUALIFICATIONS

Associate's degree or at least two years of college level courses in public administration, criminal justice, education, or closely related field. Bachelor's degree is desired.

Three years' experience providing training in various aspects of emergency telephone communications systems, computer-aided dispatch systems, and/or police/fire/EMS dispatching programs. Previous experience must include administration and delivery of a training program and supervisory responsibilities. Five years prior experience as a public safety telecommunications dispatcher/call receiver is required.

Any equivalent combination of education and experience that provides the candidate with the necessary knowledge, skills and ability to successfully perform the essential job functions of the position. Thurston 9-1-1 Communications experience will be given primary consideration.

Position is contingent upon successful completion of a criminal background investigation.

Must be a Certified Public Safety Communications Training Officer, with Instructor Development Certification.

Must possess a valid Washington State Driver's License or have requested and obtained an appropriate accommodation.

DESIRED SKILLS

The ability to lead, interact and influence a diverse workforce; set goals and manage resources; assess needs, develop measurements and follow-through; write and communicate clearly and concisely; adapt to changing environment and seek solutions; train and instruct efficiently and effectively; analyze situations and adopt effective courses of action or instruction; and speak publicly.

Must possess knowledge in management and leadership skills required to manage a program, people, facilities, equipment and budget; measure, analyze and track program successes; intermediate office software capabilities, methods and procedures; methods and techniques to conduct investigations, correct and/or recommend course of action; and develop, revise and implement policies and procedures.