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## THURSTON 9-1-1 COMMUNICATIONS

# Training Supervisor

## Classification Specification 1119

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

### **GENERAL DESCRIPTION**

The Training Supervisor 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. The position also assists with the recruitment process for Public Safety Telecommunicator positions.

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**

Performs needs assessments to identify the agency's training requirements and employee training and development by using quality assurance findings, 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.

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

Oversees the Quality Assurance/Quality Improvement program. 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 requirements.

Responsible for the planning, development, coordination and implementation of the basic training period. During the 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.

Assists with the recruitment process for Public Safety Telecommunicator positions, including conducting background investigations, scheduling psychological and hearing tests, and participating in the final selection process.

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

Serves as the terminal agency coordinator (TAC) for the ACCESS system, maintains the appropriate documentation and ensures the agency remains compliant with ACCESS requirements.

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 the development, 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, or ability to obtain within one year.

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

**OUTSIDE APPLICANTS:** Offers of employment in this classification will be made conditional upon the results of a standard hearing test, a psychological evaluation, and thorough background investigation.

## **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.

Approved 08/14/2019