

JOB TITLE: TRAINING COORDINATOR

CHARACTERISTICS OF THE JOB

Under the general direction of the Deputy Director, the Training Coordinator develops, implements, and coordinates the training, recertification processes and continuing education requirements for all personnel. Advises trainees in a classroom setting, researches training opportunities, conducts education programs, and maintains all training records.

EXAMPLES OF DUTIES Other duties as assigned.

Develop, implement and maintain the orientation and training program for new employees, included but not limited to, training outlines, lesson plans, handouts, maps, recordings, evaluations, testing and documentation instruments.

Coordinate and facilitate training sessions for orientation of new staff, in-service training for current staff. Assist with the implementation of policy and procedure updates, refresher training for staff as needed or required.

Manage and coordinate continuing education for current staff, including but not limited to Priority Dispatch EMD, LEADS, IDPH Licensure. Maintaining compliance with all state and local laws and requirements with oversight from the Deputy Director and/or Director.

Serve as a Communications Training Officer (CTO), schedules all stages of the training process, assist in the selection of Communications Training Officers, monitor and assist CTO's with completion of training duties, conducts training meetings with CTO's, makes recommendations to the Deputy Director/Director regarding trainee status.

Assist the Deputy Director/Director with developing and maintaining operations and training related Standard Operating Procedures; updates training manuals, policies, procedures and protocols.

Assist with the hiring and selection process for new employees; coordinates the applicant testing phase of the application process referring successful candidates to the interview committee.

Registering of employees for off-site conferences and training programs; assist with the travel arrangements for said programs.

Manage the Quality Assurance program, work with Lead Dispatchers in developing and

implementing quality assurance standards. Performing QA reviews, providing feedback and training or re-training as needed or required.

Maintain confidentiality of information of dispatch staff and inform Deputy Director of sensitive situations which effect operations. Maintain highly confidential information and employee matters.

Conducts tours of the Center; work with the public to provide public education and public outreach.

REQUIREMENTS

Training and Experience

Three (3) years of experience as an Emergency Communications Dispatcher plus Two (2) as a Communications Training Officer; OR an equivalent combination of educations, training and experience which provides the required knowledge, skills and abilities.

Hours

The Training Coordinator schedule will be fluid in nature do to job requirements, varied shifts and 24/7 operations. A 40 hour work week will be managed by the Training Coordinator with oversight from the Deputy Director.

Knowledge, Skills and Abilities

Thorough knowledge of acceptable practices and standards of police, fire and EMS operations; thorough knowledge of 911 systems, including but not limited to NG911 and Text to 911, radio systems, including P25, 800 MHz trunked, UHF and VHF, computer aided dispatch (CAD) and records management system (RMS), EMD protocols, Weather Siren activations.

Skill in public, employee relations and in maintaining effective working relationships; skill in using Microsoft Outlook, Word, Excel, PowerPoint, and OneNote software; written and verbal communications; completing accurate operational information reports; instructing peers subordinates, planning and prioritizing to meet deadlines and objectives; developing, maintaining and implementing various training curriculum; and maintaining highly confidential and detailed records systems.

Ability to maintain absolute confidentiality of the materials and situations encountered on the job; develop, read, analyze and interpret documents such as regulations, instructions, procedure manuals, and schedules; write reports; define problems, collect data, establish facts and draw valid conclusions; identify and determine causes of problems or inefficiencies; and think and act appropriately and quickly in emergency situations.


Licenses, Certifications and Registrations

Valid LEADS certification. Valid Emergency Medical Dispatch (EMD) and CPR Certification. Valid Quality Assurance Certification. Valid Illinois driver's license or equivalent.

Physical Demands

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 essential functions.

While performing duties of this job, the employee is frequently required to sit for long periods of time, use hands and fingers to operate equipment and use clear speech and hear well. The employee is also required to quickly and accurately receive and process auditory information in an environment that includes various background noises such as telephones ringing, multiple frequency radio traffic, and general conversation. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate.



QComm911 Board Chair



Date