



## Training Manager 911 Communications

911/5-760

### JOB SUMMARY

This position is responsible for delivering training to all Communications Officers and overseeing the training delivered by all Communications Training Officers (CTO).

### MAJOR DUTIES

1. Researches, develops, and implements the training program; ensures compliance with policies and procedures.
2. Oversees the day-to-day instruction of trainees.
3. Works with 911 personnel to review and update Communications Officer training curriculum and Fayette County 911 Training Manual.
4. Reviews Trainer documentation of trainee progress.
5. Makes recommendations regarding the status of trainees upon program completion.
6. Coordinates with Compliance Manager to ensure quality of training delivered.
7. Coordinates with external agencies and organizations to schedule required training.
8. Coordinates with departments in regards to training needs.
9. Acts in the capacity of a Communications Officer or Communications Shift Supervisor, and all that it entails, as required.
10. Instructs personnel in proper department procedures, call natures, customer service, call taking and radio etiquette; instructs personnel in the use of department communications equipment.
11. Instructs necessary Association of Public Safety Officials (APCO) course in-house, including Public Safety Telecommunicator 1 (PSTI), Emergency Medical Dispatcher (EMD), Communications Training Officer (CTO), Supervision, Fire Service Communications (FSC), and Law Enforcement Communications (LEC).
12. Maintains training records.
13. Researches educational products.
14. Researches and develops public information pamphlets.
15. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Fayette County 911 procedures and directives, the Fayette County Policy Manual and Procedure Manual, and the Fayette County Loss Prevention Manual.
2. Knowledge of Fayette County Basic Training Curriculum.
3. Knowledge of law enforcement and Fire/EMS dispatch protocols.
4. Knowledge of the Computer Aided Dispatch system.
5. Knowledge of NCIC/GCIC standards and regulations.
6. Knowledge of emergency communication equipment operation, maintenance, and repair.
7. Knowledge of computers and job-related software.
8. Knowledge of APCO Public Safety Telecommunicator 1 (PTS1), Emergency Medical Dispatcher (EMD), Communications Training Officer (CTO), Communications Center Supervisor (CCS), Fire Service Communications (FSC), and Law Enforcement Communications (LEC) course curriculum.
9. Skill in the development and implementation of the training program.
10. Skill in public and interpersonal relations.
11. Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Assistant 911 Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

## GUIDELINES

Guidelines include the Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Georgia Peace Officer and Standards and Training (POST) Council Instructor Training Manual; Association of Public-Safety Communications Officials (APCO) Training Officer (CTO) Manual; APCO Public Safety Telecommunicator I Manual; APCO Emergency Medical Dispatcher (EMD) Manual; APCO Fire Service Communications (FSC) Manual; APCO Law Enforcement Communications (LEC) Communications Manual; APCO Guide Cards for Emergency Medical Dispatch (EMD), Law Enforcement Communications (LEC) and Fire Services Communications (FSC); APCO Communications Center Supervisor (CCS) Manual; NCIC/GCIC policies and procedures; accreditation standards; Federal Communication Commission (FCC) regulations. These guidelines require judgment, selection, and interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of varied duties in the training of Communications Officers. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to train Communications Officers. Success in this position contributes to the efficient response to emergency incidents.

## CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, fire services personnel, emergency medical providers, representatives from external agencies, vendors, and members of the general public.
- Contacts are typically to deliver training, coordinate training classes, exchange information, resolve conflicts, provide services, and motivate and influence persons.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching, walking, or stooping. During classroom instruction there are typically long periods of standing while intermittently walking. The employee frequently lifts light and occasionally heavy objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in a classroom setting, a private office, or in the Communication Center, a large open room containing multiple work stations.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over trainees, Communications Officers, Communications Training Officers, Communications Shift Supervisors and the Assistant Training Manager when performing in a training capacity.

## SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. And every three (3) years thereafter. Successful completion of the State of Georgia mandated Basic Communications Officer/APCO PST1 training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (6) days of employment and every two (2) years thereafter. Successful completion of Security and Integrity certification. Possession or ability to readily obtain APCO Instructor Certifications in PST1, CTO, CCS, EMD, FSC, and LEC. National Incident Management System (NIMS) 100, 700, 200, 800 and classroom 300 and 400 certifications. American Heart Association CPR certification. Possession of or ability to readily obtain Peace Officers Standards and Training (POST) Instructor Training Certification.

## ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

## **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

## **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for three years in public safety communications.
- Possession of or ability to readily obtain GCIC/NCIC certification.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.