

MAJOR FUNCTION

This is specialized technical, administrative and supervisory work in developing, overseeing, and evaluating objective-based professional development programs for all levels of emergency services dispatchers in the Consolidated Dispatch Agency (CDA). Work is performed autonomously and in collaboration with the Training Coordinator under the supervision of the Assistant Director. Work is evaluated through conferences, observations, written reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Oversees the assessing, planning, implementing, and evaluating of new employee orientation and continuing education programs in concert with the Master Training Plan (MTP) to enhance the outcomes of public safety telecommunications. Trains and manages CDA endorsed instructors to deliver in-service training. Conducts research on best practices to ensure the agency meets or exceeds industry standards and identifies the appropriate process measurements to navigate organizational growth and health. Utilizes the Kirkpatrick Four Level Evaluation Model to assess, analyze, report, and make training program decisions based on evaluation results. Proposes innovative training programs to stimulate learning and promote the professional development of experienced PSCO's. Manages the New Employee Orientation (NEO) Training Program that is provided to all new CDA employees. Provides feedback and makes recommendations to the Assistant Director regarding improvements and adjustments to the in-service programs. Develops and oversees discipline diversionary programs such as remedial training and performance improvement plans (PIP). Coordinates continuing EMD, EFD, and EPD education to meet NAED recertification requirements. Develops in-service performance measures. Conducts an agency-wide Annual In-service Training Requirements Assessment, reviews the Citizen Satisfaction Survey results, annual employee evaluations, and works with the Operations Manager to identify individual and systemic training needs. Coordinates training for the following teams: Shift Supervisors; DC Professional First Mentors; and Critical Incident/Post Trauma Staff Support (CI/PTSS). Works with Quality Assurance (QA) Unit to ensure non-trainee PSCO's are receiving the necessary feedback and training based on their review scores. Makes recommendations on utilizing the allocated line item for training in the Leon County Emergency Management's budget. Oversees the agency's Learning Management System (LMS) designed to facilitate efficient, secure, and systematic document storage and retrieval consistent with all applicable laws and in accordance with agency policies and procedures. Manages the agency members' training files including the notification made to agency members of their state dispatcher certification status.

Other Important Duties

Reviews and recommends changes to the Computer Aided Dispatch (CAD) system, including provisioning, premise information entries, and other related functions. Conducts Quality Assurance (QA) functions when necessary. Serves on the agency's Leadership Team. Performs related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Ability to utilize adult educational practices and methods to develop, maintain and/or update detailed, organized and content valid training curricula consistent with agency needs. Skills in delegating projects and tasks while maintaining responsibility for the outcomes. Knowledge of rules, regulations, procedures for public safety dispatching. Ability to coordinate instructional materials, programs and/or courses in an organized, effective and motivating manner including the use of instructional resources. Ability to effectively communicate orally, verbally and in writing with students, coworkers, supervisors

and the public, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certification and two years of experience as an emergency communications operator or one year of experience as an emergency communications operator and one year of experience as a law enforcement officer.

Necessary Special Requirements

At the time of appointment must possess certification as a 9-1-1 Public Safety Telecommunicator as defined by the State of Florida Department of Health, Bureau of Emergency Medical Services and certification in Emergency Medical Dispatch, Emergency Fire Dispatch, Emergency Police Dispatch, and Florida Crime Information Center. At the time of appointment, or within 60 days of appointment, must possess an instructor certification from the Association of Public-Safety Communications Officials (APCO).

Established: 07-01-16

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