



911 Training Manager

Classification:	Program Manager I	Reports to:	Deputy Director of 911 Operations
Division:	Operations	Direct Reports:	911 Training Specialist
FSLA:	Exempt	Salary Range:	823

Job Overview

This position manages the Dispatch Operations Training program and assists in planning, development, facilitation and delivery of 911 Telecommunications training. Job responsibilities involve program management; development, implementation and facilitation of academies, training plans, curriculum and courses of study; and program reporting, evaluation, and records maintenance. The successful candidate will exercise considerable discretion, initiative and independence to accomplish program goals and objectives. Building strong professional relationships and ongoing trust with Dispatchers, Call Takers, Communications Training Officers (CTOs), Agency Instructors, Supervisors and other Agency staff is critical to overall program success. Work is performed under direction of the Deputy Director of 911 Operations. This position supervises the 911 Training Specialist.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Manage the full range of training activities for the 911 Operations to include Call Takers, Dispatchers and Supervisors.
- Manage, plan, design, develop, coordinate, implement, facilitate and instruct 911 operational training to include but not limited to e-trainings, train the trainer, knowledge testing, technology upgrades, elective training opportunities and academies for new call takers and dispatchers.
- Plan, facilitate, schedule and track training program certifications for the agency.
- Ensure training program practices and materials adhere to agency accreditations and certifications.
- Responsible for planning, instructing and facilitating In-Service Training Days and leading the In-Service Training Committee
- Supervise, hire and train the Communications Training Officers within the training program and lead all CTO meetings.
- Manage all new 911 trainees training activities to include but not limited to: participate in hiring activities, monitor performance and assignments of trainees, ensure quality of training and lessons, conduct reviews to ensure trainees are meeting course objectives, provide testing, performance plans and manage schedules for 911 Call Taker and/or Dispatch Trainees from hire until released from probation.
- Manage and provide leadership to the Training Specialist position for goals, responsibilities, tasking, training and performance management.
- Identify policies and procedure improvement in the 911-telecommunication division and drive recommended updates and improvement.
- Maintain training records and compilation of continuing education requirements for certification programs.
- Prepare information including reports, proposals, and other related program correspondence.
- Provide information and assistance to other departments, outside agencies, and the public as necessary.
- Represent the Agency in committees and forums such as user agency meetings, service relationships and public presentations.
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in technical advances, training development, policy and procedures.
- Participate as needed during emergencies, including emergency operations center activations.
- Develop and maintain positive working relationships with all CRESA employees, user agencies, the public, etc.
- Ability to work a flexible schedule as needed to deliver training to employees that are scheduled 24 hour 7 day a week
- Performs related duties as assigned.

Minimum Job Qualifications

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

Revised 11/15/2023



- A Bachelor's Degree in education, adult learning, technical education, training or field with related emphasis
- At least three years of relevant full-time work experience in 911 Public Safety Communications
- Ability to meet Department of Public Safety Standards and Training various preconditions for Dispatcher certification
 - Knowledge of Dispatch Operations subject matter including: Call-Taking, EMD, Police and Fire Dispatching; use of CAD / Dispatch operating programs and systems; standards, rules and regulations pertaining to Public Safety Communications. (And/or ability to come quickly up to working-speed on CRESA specific practices.)
- Possession of or the ability to obtain within six (6) months of hire:
 - National Academy of Emergency Dispatch (NAED) Emergency Medical Dispatch (EMD) Certification (for QA-focused TQAC)
 - NAED EMD-Q Certification (trained by NAED to be a certified medical case reviewer) (for QA-focused TQAC)
 - Association of Public Safety Communication Officials (APCO) Communications Training Officer (CTO) Certification (for training-focused TQAC)
 - APCO CTO Instructor Certification (for training-focused TQAC)
 - ACCESS Certification.
 - Other Certifications required by statute or state.
- Must successfully pass an extensive background investigation including national fingerprint records check.
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis.
- *For internal candidates only:*
 - At least three current years' participation in positions of training and leadership such as Communications Training Officer, Instructor, Lead, AWC or Supervisor.
 - Meeting Expectations or higher on the previous 3 years of Performance Evaluations
 - No Corrective Action for the previous 3 years

Knowledge of:

- Public safety communications (police, fire and medical) principles, practices, techniques and technology; relevant laws, regulations, policies, procedures, contracts, accreditation and training requirements
- Various training methods for adult learners, training trainers, and e-learning; program management principles and practices, including research, analysis and development.

Ability to:

- Manage the full range of training program activities
- Build rapport with trainees, staff and management
- Provide functional direction to assigned training personnel (CTO, Instructors, guest teachers / speakers, etc.)
- Evaluate issues, analyze problems, identify alternatives, develop recommendations and implement sound solutions
- Organize, set priorities and exercise sound independent judgment within areas of responsibility
- Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
- Use technology to maximum advantage
- Prepare and present clear, concise and comprehensive reports and materials
- Establish and maintain positive, proactive and professional working relationships at all levels
- Communicate effectively and present information clearly, logically and persuasively
- Instruct and facilitate training
- Review and audit calls of a stressful nature
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues.
- Ability to lead group discussions and build consensus.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.



Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range' Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. 	Daily	Important
<ul style="list-style-type: none"> <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. 	Daily	Very Important
<ul style="list-style-type: none"> <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. 	Daily	Important
<ul style="list-style-type: none"> <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Daily	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
<ul style="list-style-type: none"> <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--