



911 Training Assistant

Classification:	Specialist	Reports to:	911 Training Manager
Division:	911 Operations	Direct Reports:	N/A
FLSA:	Non-exempt	Pay Range:	770

Job Overview

This position is responsible for supporting the comprehensive 911 Call Taking and Dispatch Operations Training program. The training assistant will provide administrative support to the 911 training program, facilitation and delivery of 911/311 Telecommunications along with Dispatch for Police and Fire training. The successful candidate will exercise considerable discretion, initiative and independence to accomplish tasks 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 911 Training Manager.

Essential Job Functions

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

- Prepares reports for Training Coordinator or Manager regarding performance expectations of trainees, including meeting deadlines
- Assist with the accurate maintenance and tracking of records for trainees
- Maintains all training manuals and resource materials ensuring accuracy and compliance with accreditation programs and state certification standards
- Assists in facilitating and delivering APCO & CRESA related Academy training to include but not limited to 911 Call Taking, Police Dispatch and Fire Dispatch
- Provides administrative support for accreditation programs specifically APCO Project 33 Certification and CALEA
- Help develop training curriculum in various formats for multiple purposes, such as shift training, Power Points, classroom training, etc..
- Assists with the development and facilitation of New Hire Orientation Training.
- Assists with updating the training schedule
- Assist with hiring 911 trainees
- Partner with new trainees as needed during the on the job training phase to coach, document, and assess progression
- Provide information and assistance to other departments, outside agencies, and the public as necessary.
- 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.
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed basis.
- 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: An Associate's Degree in education, adult learning, technical education, training or field with related emphasis
Two (2) years of experience in a supervisory, training role or educational equivalent.

- Two (2) years of non-probationary experience as a 911 Public Safety Dispatcher that encompasses 911 Call Taking and Police/Fire Dispatch Experience
- Two (2) years of experience in training as a Certified Training Officer and/or Instructor
- 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 to include but not limited to: Communications Training Officer, Instructor
 - 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.
- Technology and computer skills to include but not limited to: MS Outlook, MS Word, MS Excel, MS Powerpoint, Adobe PDF Suite, PowerDMS

Ability to:

- Build rapport with trainees, staff and management
- Provide functional direction to assigned training personnel (CTO, Instructors, guest teachers / speakers, etc.)
- Organize, set priorities and exercise sound independent judgment within areas of responsibility
- Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
- 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.

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
• <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
• <i>General / Broad Hearing.</i> Differentiate and comprehend:		
○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'	Hourly / Constantly	Very Important
○ 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'	Hourly / Constantly	Very Important



<ul style="list-style-type: none"> 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	--