

## OPERATIONS TRAINING COORDINATOR

### NATURE OF WORK

This is administrative and technical work directing the training program, and providing input to Emergency Communications\911 Center management.

Work involves providing input to the management of the Center and directing the development and implementation of on-the-job training in the field of emergency services dispatch communication. Work also involves developing strategies that maintain a high degree of unit effectiveness and a cooperative atmosphere between department personnel, user personnel and members of the community. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. Supervision is received from the Communications Coordinator and Communications Supervisor with work being reviewed in the form of reports, conferences and effectiveness of the training program for Emergency Service Dispatchers.

### EXAMPLES OF WORK PERFORMED

Provides management with input regarding policies and procedures pertaining to the operation of the Emergency Communications/911 Center.

Coordinates with Center management to implement changes in Center procedures.

Confers with Center management to ensure all training requirements are met; provides input regarding employee performance.

Coordinates with Personnel to ensure proper staffing through recruitment and promotion; coordinates testing and interviews; evaluates and recommends new employees for hire.

Researches, develops and maintains training programs.

Operates a "training academy" for on-going, scheduled in-service training relevant to procedural and policy changes, as well as the training of new hires.

Serves as supervisor/dispatcher on an as needed basis.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of training, program planning, evaluation and management.

Considerable knowledge of communication facilities, equipment and management practices as they pertain to the operation of a centralized public safety communication system.

Considerable knowledge of the principles and practices of radio communications as well as the proper policies and procedures used in emergency service dispatching.

Considerable knowledge of the rules and regulations of the Federal Communication Commission as they pertain to the operation of a centralized emergency communication system.

Considerable knowledge of the types, personnel requirements and uses of firefighting apparatus and police units.

Considerable knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska and surrounding villages in Lancaster County.

Ability to supervise and motivate personnel, analyze problems and provide Center management with identified solutions.

Ability to perform training, devise and administer tests, and apply legal concepts to unit programs.

Ability to interact with a variety of people.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent with four years of experience in the process and operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including two years of experience in a supervisory or training capacity and two years of experience training persons in the dispatch process as well as in the use of equipment utilized by a communications center; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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