



JOB DESCRIPTION

Position: Training Manager
Reports To: Deputy Director
FLSA Status: Exempt
Last updated: 9/19/2023

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Training Manager is responsible for coordinating, planning, managing, and administering the Jefferson County Communications Center Authority (Jeffcom) Training program. Works with Operations Managers and Human Resources to ensure that emergency, non-emergency and administrative calls for service are answered and dispatched appropriately and efficiently by ensuring that employees have appropriate training, certifications, and resources. The position requires independent judgment, industry knowledge, and Jeffcom-specific knowledge, including certifications, regulatory requirements for communications center employees. The Training Manager is responsible for creating the overall training programs for current and transitioning employees, as well as new hires.

Supervision Received:

Works under the general supervision of the Deputy Director.

Supervision Exercised:

Supervises the Quality Assurance Technician, Training Supervisor, Training Technician and Scheduling Coordinator.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Oversees new hires during training, ensuring they are on track managing any challenges in conjunction with Human Resources and Operations Manager(s).
- Develop, recommend and implement personnel training and certifications preparation and completion.
- Work as part of the management team to recommend for adoption, develop, review, update and implement policies, procedures operating guidelines, technology and staffing that are current, applicable and sustainable.

- Develop and standardize procedures and methods to improve and continuously monitor the efficiency and effectiveness of programs, service delivery methods and procedures; assess and monitor workload and administrative support systems; identify opportunities for improvement and recommend them to the director.
- Work with Operations Managers and Human Resources Manager to develop evaluation tools and remediation tools for final approval by Executive Director.
- Coordinate annual training for all employees on personnel policies in cooperation with the Human Resources Manager.
- Track and ensure accuracy of all training and certification records, manage recertification processes to ensure employee certifications do not lapse; if certifications lapse, work with Operations Managers and Human Resources Manager to ensure employees do not work positions they are not certified for.
- Assist Jeffcom member agencies by providing necessary training documentation for them to maintain relevant certifications.
- Assist with the response to any service-related concerns expressed by Jeffcom member agencies by identifying potential training root causes and developing appropriate solutions.
- Supervise the Quality Assurance Technician, Training Supervisor, Training Technician and Scheduling Coordinator. This includes preparing and conducting timely and constructive performance appraisals and feedback.
- Create professional documents, training presentations, and correspondence that reflect Jeffcom in a positive manner.
- Attend and participate in professional group meetings and committees; stay abreast of new trends and innovations regarding communications center operations, call-taking and dispatch services; research emerging products and enhancements and their applicability to the communications center's needs; take advantage of professional growth opportunities.
- Monitor changes in regulations that may affect operations; implement policy and procedural changes after approval; adhere to applicable local, state, federal, or tribal statutes and codes as appropriate.
- Participate in processes for hiring, promotion, transfer and make recommendations for same.
- Assist call-takers, dispatchers and supervisors during critical incidents.
- Perform a variety of public contact work with citizens, employees, legal counsel, board members and elected officials.
- Regularly attend board meetings.
- Regular and predictable attendance is required.
- Represents organization at personnel-related meetings, trainings and events.

- Expected to engage in ongoing education and attend pertinent conferences and trainings to maintain and expand skills and knowledge.
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Make presentations to public groups, local government representatives, management, and boards.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Investigate and analyze information/data and draw accurate conclusions.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as needed to maintain 24-hour coverage of the emergency communications center in times of severe personnel shortages and disaster.
- Perform all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Working knowledge and operational understanding of, or ability to learn and master, emergency communications systems (hardware and software) including computerized 911 phone system, voice logging recorder, CCIC/NCIC, MSAG 911, CAD (Computer Aided Dispatch) systems, radio systems (hardware and software), GIS (Geographic Information Systems) and applications in CAD, records management system, alarm monitoring systems, and EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch) and EPD (Emergency Police Dispatch) protocols.
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.
- Possess high school diploma or GED. Preference given to those who have achieved higher education in a related subject.
- Five (5) years' experience in emergency communications center.

- Prior training experience required; experience with instructional design strongly preferred.
- Four (4) years' managerial/supervisory experience preferred.
- Preference given to those who have achieved a communications center manager certification such as that offered through NENA's CMCP course or Priority IAED CMC course. Preference given to those who have worked in a consolidated center, or one of the eight agencies that transitioned into Jeffcom.
- Possess and maintain a valid Colorado driver's license and acceptable driving record.

Required Knowledge, Skills and Abilities

- In depth knowledge of federal, state and local procedures, standards and regulatory requirements regarding a PSAP (Public Safety Answering Point).
- Knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping and effective communications.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with the essential job functions.
- Ability to make sound decisions in a manner consistent with the essential job functions.
- Ability to make presentations to public groups, District management and the District Board.
- Ability to investigate and analyze information/data and draw accurate conclusions.
- Possess records systems management skills.
- Knowledge of public safety communication center operations, services and activities.
- Knowledge of federal copyright laws as they pertain to the use of computer software.
- Proficiency with standard office equipment, including computer and network systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, email,
- Understanding of budget preparation and processes.
- Knowledge of jurisdiction including demographics, response agency leadership, geography, local politics, and culture.

- Possess excellent oral and written communication skills as well as business math and basic accounting.
- Ability to understand training needs and approaches to accomplish training goals.
- Ability to be organized, manage resources, plan strategically, and manage projects.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of liability issues and ethical concerns related to training, supervision, and overall agency operations.
- Knowledge of comprehension and application of diversity awareness and an active commitment to ensure equality.
- Knowledge of professional standards relating to public safety communications as well as those standards for response agencies that are relevant.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Work involves supervising and supporting staff with heavy volume and demand (emergency and non-emergency), personnel shortages, position confinement and emergency crises which may prohibit breaks and/or require employee to work in excess of a forty (40) hour work week. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across Jeffcom, and members of private industry. Work in conjunction with other communications center supervisors on shifts to resolve unusual or complex work problems using policies and procedures, with management available for consultation.

ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director | 10/20/2023
Date


Human Resources | 10/20/2023
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date