



## JOB DESCRIPTION

**Position:** Training Supervisor  
**Reports To:** Training Manager  
**FLSA Status:** Non-Exempt  
**Last updated:** 10/12/2023

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

The Training Supervisor is responsible for providing supervision in the training department in addition to executing tasks associated with training programs and processes, and providing necessary training and instruction. The Training Supervisor will oversee compliance, operational scheduling, quality assurance and continuing education for the organization.

### **Supervision Received:**

Works under the general supervision of the Training Manager.

### **Supervision Exercised:**

Supervises Training Technician, Quality Assurance, Scheduling Coordinator and all other personnel assigned to the training division in a temporary or permanent role.

### **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.)*

- Train and supervise Training Technicians, Quality Assurance, and Scheduling Coordinators including attending monthly meetings, monthly review of performance metrics, and other duties as needed to ensure consistent application of performance standards.
- Meet with active CTOs and trainees weekly to discuss progress, training obstacles, identify areas of improvement, establish remedial plans, and ensure proper documentation.
- Assist in accreditation assessments, including planning, execution, and coordination with Jeffcom member agencies.
- Coordinate training of newly hired personnel to include scheduling, course work, instruction, and reviews.
- Recommend and prepare in-service and continuing education training for all personnel, including assisting with certification and recertification of all

employees in accordance with certification authority requirements (IAED, APCO, etc.).

- Consult with staff members to determine training programs are meeting the needs of the agency.
- Engage in ongoing education and attend pertinent conferences and applicable training to maintain and expand skills and knowledge.
- Demonstrate knowledge of Jeffcom's rules, regulations, policies and procedures included in Jeffcom's Personnel Rules, Policy Manual, and Standard Operating Procedures.
- Required to maintain core call-take and dispatch skillset(s). As needed, assist with call-taking and/or dispatching for Jeffcom , special events, or disaster/recovery operations.
- Regular and predictable attendance is required, including attendance at specified meetings, some of which may be off-site, and maintaining the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends.
- Maintain and present positive and professional written and verbal communication at all times.
- Performs all other duties as assigned.

**Minimum Education, Experience, License and Certification Requirements:**

- Minimum of two (2) years of experience as a Communications Supervisor at Jeffcom.
- Possess and maintain Emergency Medical Dispatcher (EMD), CPR, Emergency Fire Dispatcher (EFD), and National Crime Information Center (NCIC)/Colorado Crime Information Center (CCIC) certifications. Additional certifications may be required during employment.
- Knowledge of relevant standards, including Association of Public-Safety Communications Officials (APCO) and NENA (National Emergency Number Association) standards, Commission on Accreditation for Law Enforcement Agencies (CALEA) standards preferred.
- Proficiency with office procedures and equipment, including computers and applicable software, such as MS Office (Word, Excel, Outlook, PowerPoint), software related to law enforcement fire, and emergency medical services, and other office software.

**Required Knowledge, Skills and Abilities:**

- Experience in or knowledge of accreditation programs such as ACE, CALEA, and APCO.

- Knowledge of professional standards relating to public safety communications as well as those standards for emergency response agencies that are relevant to Jeffcom operations.
- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for law enforcement, fire, and emergency medical services.
- Proficiency with office procedures and equipment, including computers and applicable software, such as MS Office (Word, Excel, Outlook, PowerPoint), software related to law enforcement fire, and emergency medical services, and other office software.
- Ability to work under general supervision and instruction according to established practices and Jeffcom policies and procedures.
- Ability to develop and maintain cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Outstanding customer service and interpersonal communication skills are required. Exceptional organizational skills and attention to detail are required. Ability to be flexible, innovative, and to work independently.
- Knowledge of occupational hazards and standard safety practices.
- Ability to communicate effectively and to prioritize multiple tasks.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.
- Ability to travel periodically for conferences.

**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 typical office environment with moderate noise level; some work may be done in the emergency communications center with other staff speaking on phones and radios, with moderate to loud noise levels. Work involves contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.

**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      10-17-2023  
Date

  
Human Resources      10/12/2023  
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