



JOB DESCRIPTION

Position: Training Technician
Reports To: Training Manager
FLSA Status: Non-Exempt
Last updated: 9/19/2023

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Training Technician is responsible for executing tasks associated with the emergency communications training programs designed, implemented, and maintained by the Jefferson County Communications Center Authority (Jeffcom).

Primary responsibilities include performing tasks necessary to conduct the Jeffcom academy, as well as practical 'on-the-job' training for employees to learn the methods, techniques, and procedures associated with the Emergency Communications Specialist and Communications Specialist positions. This will entail the development of training curriculum, and production of training materials, evaluation of training program metrics, and the preparation of various reports accounting for the performance of personnel in the training program and the effectiveness of the training program and instructor performance.

Supervision Received:

Works under the general supervision of the Training Supervisor.

Supervision Exercised:

None.

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.)

- Design, develop, and present agency specific training programs including classroom and practical training through coordination with the Training Manager.
- Determine and implement appropriate learning objectives and methodology to be used, develop course curriculum, and review course content with managers and subject matter experts.
- Assist in the development of appropriate assessment tools to collect the necessary information for assessing learning needs and determining the most suitable instructional design and content.

- Conduct trainee progress evaluations using written examinations and/or practical examinations and make recommendations to adjust teaching approaches to accommodate trainee needs.
- Track and ensure accuracy of all training and certification records, manage recertification processes to ensure employee certifications do not lapse.
- Attend academy courses to ensure instructor is following policies and lesson plans, and all participants are engaged in the information.
- Update training materials and methods at the direction of the Training Supervisor to keep current with new techniques and evaluate and modify training programs.
- Prepare reports regarding the effectiveness of training and prepare and maintain records on the trainee's progress.
- Assist with the training of newly hired personnel.
- Assist with the preparation of in-service training programs for all personnel.
- Schedule and coordinate hosted and in-house training courses as directed by the Training Manager.
- Knowledge of accreditation programs, such as, ACE, CALEA, APCO Project 33, etc. preferred. Required to maintain core call-take and dispatch skillset(s). Assists with call-taking and/or dispatching for Jeffcom during extreme staffing shortages, special events, and disasters.
- Demonstrate knowledge of Jeffcom's rules, policies and procedures included in Jeffcom's Employee Handbook, Policy & Procedure Manual, and Standard Operating Procedures.
- Required to maintain core call-take and dispatch skillset(s). Assists with call-taking and/or dispatching for Jeffcom during extreme staffing shortages, special events, and disaster.
- Regular and predictable attendance is required, including specified meetings, some of which may be off site.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as-needed, and promptly handle urgent calls for service regarding system problems and outages during off-duty hours.
- Performs all other duties as assigned.
- 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, 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 emergency response agencies that are relevant to Jeffcom operations.
- 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.
- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for law enforcement, fire, and emergency medical services.
- 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.

Minimum Education, Experience, License and Certification Requirements:

- Must 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.
- 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.
- Minimum of one (1) year of experience in emergency communications at Jeffcom.
- Qualified in a minimum of one (1) Fire or Primary Law radio dispatch position.

Physical Demands:

Lifting and Carrying: Ability to move 15- to 20- pound items from one location to another, such as computer equipment, boxes of paper, department manuals, resource books, equipment, etc.

Body Positions:

This position will involve sedentary, administrative work in an office environment as well as working in the communications center operating radio controls, telephones, and computer keyboards during a typical scheduled shift with the ability to change from sitting to standing as needed. Must be able to navigate around Communications Center. Must have the manual dexterity to operate a computer keyboard, radio system, telephone, foot pedals and other relevant equipment. 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. Employee must be able to hear the phone, communicate with coworkers, and hear audible signals from equipment at a level that does not interfere with coworkers' ability to hear at their workstations. Hearing must be sufficient to use telephone and radio headset. Must be able to detect and discriminate among sounds that vary in a broad range of pitch and loudness.

Visual acuity correctable sufficient to read CRT, radio channel buttons, teletypes, etc. Employee also uses vision to read handwriting, discern information on a computer screen, enter data into computer, read department manuals, other correspondence, and read and interpret maps. Must be able to distinguish between the colors red and green in order to properly utilize computerized equipment.

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 a communications center. 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 communications center supervisors to resolve unusual or complex work problems using policies and procedures, with management available for consultation.

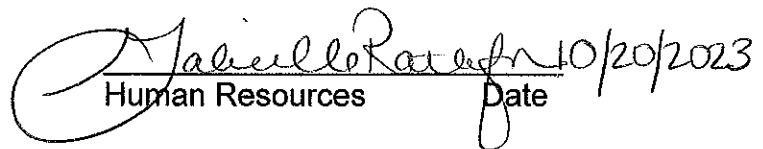
ADA Compliance Statement:

The human resource's 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