

CLASS TITLE: PUBLIC SAFETY COMMUNICATIONS TRAINING COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for all 911 training programs, including overseeing the design and implementation of PSC 911 training programs, planning career development opportunities for employees, organizing dispatcher academies, and coordinating development and progression training following applicable policies and procedures; and performs other related assigned duties.

ESSENTIAL TASKS:

- Acts as the primary instructor for PSC 911 employees and coordinates additional opportunities for instruction on best practices for call taking procedures and applicable local, state, or federal laws
- Plans, develops, and coordinates all PSC training classes, including developing curriculum, aptitude tests, and training and testing documentation
- Assists with recruitment and hiring process, working closely with management and attending job fairs, assisting with interviews, and participating in the selection process
- Develops career paths for employees, including assessing education opportunities for development and progression, coordinating training plans with management, and ensuring employees are aware of opportunities for growth and advancement
- Manages the fast-track training program to allow employees to participate in accelerated training, monitors training activity and progress, adjusts training plans as needed, and oversees employees progression progress
- Leads the 911 Training Committee
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Completion of sixty (60) hours from an accredited college or university and five (5) years of experience in a field relevant to the essential tasks listed in this job description or graduation from high school or possession of a General Education Development Certificate (GED) and seven (7) years of experience in a field relevant to the essential tasks listed in this job description including four (4) years of experience as a public safety telecommunicator who has been formally released in all functions. At least one (1) year experience in training and course instruction preferred.

Knowledge, Abilities and Skills: Comprehensive knowledge in all skill levels for law and fire call taking; comprehensive knowledge in all aspects of dispatching; considerable knowledge of the current principles and practices of employee development and training methods and procedures; knowledge of emergency and non-emergency response policies and procedures. Ability to develop innovative, practical approaches to unique problems in responding to the needs of the organization; ability to design, develop, conduct, and facilitate training workshops; ability to gather, assimilate, and analyze information; ability to perform complex research on effectiveness of employee training programs; ability to work with frequent interruptions and changes in priorities; ability to deliver training; ability to facilitate groups; ability to organize, develop and present effective audio/visual aided training programs; ability to present ideas clearly and concisely both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Ability to teach eight different functions, Teletype functionality.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 10; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; Certification in the Oklahoma Law Enforcement Telecommunications Systems; Certification as a Certified Training Officer (CTO); Certification in the National Incident Management System(NIMS); Training by the National Center for Missing and Exploited Children, (NECMEC); Training in Crisis Intervention Team (CIT); Training for

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Instance Management Team (IMT); Certification by the Council on Law Enforcement Education and Training (CLEET) is preferred.

WORKING ENVIRONMENT: Working environment is primarily office; and requires use of telephone and other office equipment. Scheduled days and hours may vary, and overtime and standby may be required.

Class Code: 3581

EEO Code: N-05

Pay Code: AT-36

Group: Engineering, Planning & Technical

Series: Communications, Operations & Maintenance

Effective date: February 2, 2022