



Assistant Training Manager 911 Communications

911/10-763

JOB SUMMARY

This position is responsible for managing the training delivered by Communications Training Officers to Probationary Communications Officers.

MAJOR DUTIES

1. Manages the day-to-day instruction of trainees.
2. Reads, reviews, and tracks daily documentation of trainees progress; ensures benchmarks are properly utilized to indicate progress and identify areas in which trainee may require additional attention.
3. Makes recommendations regarding the status of trainees upon program completion.
4. Coordinates with Compliance Manager and Training Manager to ensure quality of training delivered.
5. Assists in working with 911 personnel to review and update the Communication Officer training curriculum and the Fayette County 911 Training Manual.
6. Assists in researching, developing, and implementing the training program; ensures compliance with policies and procedures.
7. Trains new employees and coordinate their training needs with the Training Manager as required.
8. Manages and conducts in-service training for non-probationary Communications Officers.
9. Acts in the capacity of a Communications Officer or Shift Supervisor and performs all related duties; assists with the training of new employees and coverage during high-volume or low-staff events.
10. Assists in the instruction of personnel in proper department procedures, call natures, customer service, call taking, and radio etiquette; instructs personnel in the use of department communications equipment.
11. Assists in the instruction of Association of Public Safety Officials (APCO) courses, including PST1, EMD, CTO, Supervision, FSC, and LEC.
12. Assists with county public safety seminars, workshops, and job fairs.
13. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Fayette County 911 procedures and directives and the Fayette County 911 Training Manual.
2. Knowledge of Fayette County Basic Training Curriculum.
3. Knowledge of Law Enforcement and Fire/EMS dispatch procedures.
4. Knowledge of the Computer Aided Dispatch system.
5. Knowledge of NCIC/GCIC standards and regulations.
6. Knowledge of computers and job-related software.
7. Knowledge of APCO Public Safety Telecommunicator 1 (PTS1), Emergency Medical Dispatcher (EMD), Communications Training Officer (CTO), Communications Center Supervisor (CCS), Fire Service Communications (FSC), and Law Enforcement Communications (LEC) course curricula.
8. Skill in the development and implementation of the training programming.
9. Skill in public and interpersonal relations.
10. Skill in oral and written communication.

SUPERVISORY CONTROLS

The Training Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Association of Public-Safety Communications Officials (APCO) Training Officer (CTO) Course Manual; APCO Guide cards for Emergency Medical Dispatch, Fire Services, and Law

Enforcement Communications; GCIC and NCIC policies and rules; accreditation standards; FCC regulations. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied duties in coordinating the activities of Communications Training Officers. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to oversee and participate in the training of Communications Officers. Success in this position contributes to the efficient response to emergency incidents.

CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, fire services personnel, emergency medical providers, representatives from external agencies, vendors, and members of the general public.
- Contacts are typically to deliver training, coordinate training classes, exchange information, resolve conflicts, provide services, and motivate and influence persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light and heavy objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in a classroom setting, a private office, or in the Communication Center, a large open room containing multiple work stations.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Communications Training Officers when performing in a training capacity.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of the State of Georgia mandated Basic Communications Officer/APCO PST1 training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of Security and Integrity certification. Possession or ability to readily obtain APCO Instructor Certifications in PST1, CTO, CCS, EMD, FSC, and LEC. National Incident Management System (NIMS) 100, 700, 200, 800 and classroom 300 and 400 certifications. American Heart Association CPR certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In

the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for four years in public safety communications.
- Possession of or ability to readily obtain GCIC/NCIC certification.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.