

Job Title: 911 Center Training Manager

Location: Grays Harbor Communications Center - 1006 N H St. Aberdeen, WA 98520

Terms: Permanent, Full-time and Exempt Administrative Position that Reports to the Director or their Designee.

Salary: $6,419.71

Opens: September 26, 2022

Closes: October 17, 2022

**Grays Harbor Communications Center – 911 Training Manager**

**Job Description**

**GENERAL STATEMENT:** The Training Manger is responsible for a full range of activities pertaining to agency-wide training. Job responsibilities include: training implementation and oversight in both classroom and practical dispatch center settings; administering effective training programs, performing job skills assessments and certification; creating and facilitating employee skill refresher courses and probationary trainee programs, as well as maintaining trainer profiles among existing staff. In addition, this position will maintain and establish a full Quality Assurance program to include reviews and assist with public outreach. This position provides direction and supervision to Public Safety Telecommunicators in training, trainers and supervisors. The incumbent will work in an office environment as well as spend a varying number of hours working on the dispatch floor.

**ESSENTIAL JOB FUNCTIONS & DUTIES (including but not limited to):**  
The Training Manager executes and manages the training program for GHCC 911. Any issue concerning training, trainers, and/or trainees will be communicated with the Training Manager. The Training Manager will determine their level of involvement in each issue and provide direction on course of action.  
  
Coordinate with Communications Training Officers, instructors, and facilitators as they perform training, teaching and facilitating functions.  
  
Coordinate and/or conduct evaluations of academy instructors, facilitators, trainers and trainees and conduct training phase assessments and final reviews.

Create or assist with the development of remedial training plans, review employee proficiency and ensure accomplishment of remedial training, as necessary.  
  
Supervise trainees from hire through completion of training.

Develop and monitor training program structure, staff assignments, training resources and curriculum information, maintain all training related forms, records and documents, including attendance/completion records; ensuring compliance with state training requirements.

Plan, organize, coordinate and conduct training programs and resources for GHCC 911; develop training outlines, conduct and coordinate entry-level, in-service and specialty training to ensure proficiency, uniformity and compliance with operating procedures; arrange and conduct training assignments, including procurement of facilities, materials and instructors.

Develop and administer a monthly or quarterly "team training" program and a user agency familiarization program.

Develop and/or maintain training skills and effectiveness as a teacher/trainer through attendance at approved courses and programs; maintain adequate knowledge of new developments or changes in the 911/public safety dispatch field and advise management of training requirements to comply with statutes or to protect against liability.  
  
Recommend and develop program and policy changes as it relates to the training team.

Manages the Quality Assurance/Quality Improvement program; to include, full development of QA program, monthly reviews and call/incident reviews with employees.

Assist with the public outreach programs; to include, meeting the State 911 Public Education & Training Subcommittee requirements, assist with recruitment and present at public forums.

Serves as the Terminal Agency Coordinator (TAC) for the ACCESS system; maintains the appropriate documentation and ensures the agency remains compliant with ACCESS requirements.

Performs other duties as assigned.

**KNOWLEDGE, TRAITS AND ABILITIES:**  
Thorough knowledge of: The principles, practices and techniques of emergency dispatch operations, methods, procedures and equipment, to include Enhanced 9-1-1 and Computer Aided Dispatch Systems with preference to candidates experienced using Spillman Flex CAD.  
  
Working knowledge of:  Principles, methods, materials and techniques in adult learning and evaluation, computer operation and software, and typical public safety functions.    
  
Knowledge of:  Dispatch center equipment operation, leadership principles and practices, developments and trends in the field of public safety dispatching.

Ability to: Be a self-starter; work within a group collaboratively or individually. Effectively plan, organize, and evaluate the work of others. Resolve procedural problems. Apply judgment and discretion with difficult issues and in interpreting policies and procedures. Accept responsibility for decisions and actions. Effectively communicate detailed information and recommendations, both verbally and in writing. Make effective training presentations. Demonstrate skill in interpersonal relations. Establish and maintain effective working relationships with co-workers, user agency personnel and the public.

Character traits: The candidate must be a compassionate individual with a passion for training, teaching and learning. Selected candidate must hold the position with integrity, honesty, accountability and flexibility.   
  
**QUALIFICATIONS:**  
Three years of progressively responsible emergency dispatch experience. Two years of experience in adult education and/or training facilitation and development.  Experience as a Supervisor is strongly desired.  Incumbents must demonstrate the ability and aptitude for successfully delivering training and instruction in an organized, compelling manner that encourages learning and retention, as well as the ability to develop the training skills of others. Experience and/or educational substitutes may be considered in place of the stated minimum qualifications.

Prior experience in developing and delivering staff training is preferred. WA State or APCO Communications Training Officer or Instructor or other training certification is desired and may be required as a condition of employment.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**  
Must be able to fulfill all travel requirements of this position, including operation of a motor vehicle on GHCC 911 business. Incumbents are required to possess and maintain a valid Washington State Driver’s License and the appropriate level of automobile insurance.  
  
GHCC 911 is a critical 24/7 public safety agency which operates in all weather and emergency conditions.  The incumbent may be required to respond regardless of external factors and outside of regular work hours.  
  
Must have a private telephone line for 24-hour availability, a ready and dependable means of transportation and be willing to carry a cellular phone.  
  
This classification is:  
·          Classified as exempt under the Fair Labor Standards Act (FLSA).  
·          GHCC 911 is an Equal Opportunity Employer.

**DESIRED SKILLS:**

The ability to lead, interact and influence a diverse workforce; set goals and manage resources; assess needs, develop measurements and follow-through; write and communicate clearly and concisely; adapt to changing environment and seek solutions; train and instruct efficiently and effectively; analyze situations and adopt effective courses of action or instruction; and speak publicly.

Must possess knowledge in management and leadership skills required to manage a program, people, facilities, equipment and budget; measure, analyze and track program successes; intermediate office software capabilities, understand methods and techniques to conduct investigations; correct and/or recommend course of action, and develop, revise and implement policies and procedures.

**WORKING CONDITIONS/PHYSICAL ACTIVITIES:**

*The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. GH911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.*

Hours worked will vary based on the need of the program and the center. Number of hours worked in the Communications Center will fluctuate with the need considering Training Manager’s workload. Hours will be coordinated with the Deputy Director. Flexibility in hours to accommodate after-hours events and details may be required.

Work is performed primarily in an office and classroom environment.  Flexible work hours and emergency response is required. Sitting and standing for extended periods of time while training staff are required. The ability to enter dispatch information into a terminal while training subordinates on console procedures is required. The dispatch, dispatch oversight, and training duties require the ability to precisely hear voices and respond verbally in a clear manner.

TO APPLY:

Submit a cover letter detailing your training skills, experience and how you meet/exceed the qualifications of the position, resume and completed Grays Harbor Communications Center application. Application is available on our website: [www.gh911.org](http://www.gh911.org)

Applications can be emailed to [jgreen@gh911.org](mailto:jgreen@gh911.org)