

COMMUNICATIONS CERTIFIED TRAINING OFFICER

DEFINITION OF WORK

Under general direction, positions are responsible for conducting required training programs for Cumberland County 911 Emergency Dispatch. Work involves monitoring and evaluating employees to determine the effectiveness of the 911 Center following all standards of Cumberland County Emergency Services. Employees perform a variety of services to meet staff development, organizational, and program training needs. Work involves assessing and evaluating training/education needs, preparation of training plans and materials, identifying objectives, providing instruction in assigned areas according to established Federal and State professional standards, guidelines and requirements. Work may include other duties as assigned.

EXAMPLES OF WORK

Positions are responsible for delivering training and instruction in accordance with defined training needs, identifying objectives, preparing training materials, and providing instruction in a specific training program or assigned training subject area (i.e., emergency communications). Duties may include the development of course instruction to address a specific training or program need, maintenance of accurate training records, and evaluating the effectiveness of training and documenting progress of participants. Employee must possess the ability to: develop and administer a training evaluation program and make recommendations for change or improvement; provide in-depth consultation in the areas of needs assessment, curriculum design for complex training goals and program evaluation; and provide management with an objective assessment to facilitate the organization analysis and development function of the overall emergency response staff development program. Employees communicate and discuss training needs with staff to assess skill levels and training needs; present training information to individuals or groups suited to the characteristics and needs of the audience; clearly and concisely convey training information orally or in writing to individuals or groups to ensure that they understand the information and the message; discuss progress of participants with their supervisors; and maintain training schedules that are accurate and are communicated to participants in a timely manner. Employees interpret, apply and communicate a variety of policies, procedures, and regulations related to staff development; assist in writing policies, procedures, rules and regulations governing various training programs; and manage and facilitate group discussions. The positions discuss and communicate with supervisors concerning the direction, management and problem resolution of the overall staff development program. Employees implement a training program designed to assist staff in developing knowledge and skills through the proper selection and use of training methods, and serve as liaison between agency officials and outside training resources in scheduling specific training sessions.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from high school or GED and four years of Emergency 911 Dispatch experience, to include two years of trainer experience; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Employees must be familiar and have a working knowledge with radio communications systems (VHF, UHF, NC VIPER 800 Mhz system, Fayetteville 800 MHZ system) Motorola Consoles, Positron Telephone Systems, Nice recording equipment, Sun Guard OSSI computer aided dispatch system, Priority Dispatch Pro QA software, Mapping software, geographical structure of Cumberland County, Priority Dispatch Medical, APCO, Law and Fire dispatch systems and Microsoft Office. Employees must have both verbal and written interpersonal communication skills and frequent multi-tasking and task prioritization. Work requires the ability to present information to small and large public bodies. Considerable knowledge of the methods, procedures, and policies of Cumberland County as such pertain to the performance of the essential duties of the position. Considerable knowledge of principles and practices of performing emergency dispatch work to include ensuring compliance with applicable policies and procedures; and receiving emergency calls and dispatching appropriate response personnel. Considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; geographical structure of Cumberland County; and organization of the Department, and of related departments and agencies. Must be able to monitor and assesses training needs with feedback from participants; monitor performance using evaluation forms; and make recommendations to modify training needs to improve effectiveness. May provide coverage for Emergency Communications Center as needed. Requires the ability to establish and maintain cooperative and effective working relationships and perform related work as required.

SPECIAL REQUIREMENTS

Work requires the Emergency Dispatch Certifications for Medical, Fire, and Police (EMD, EFD, and EPD); and Certification as CTO. Requires North Carolina Emergency Medical Dispatcher certification; National Academy of Emergency Medical, Fire and Police certification; Emergency Telecommunicator Certification; NC DCI certification. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Requires the ability to perform coordinated movements needed to operate dispatch equipment and perform keyboarding work. Some tasks require the ability to perceive and discriminate sounds. Some tasks require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

PHYSICAL REQUIREMENTS

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 25 pounds). Tasks may involve extended periods of time at a keyboard or work station.