**KITSAP 911 CLASS SPECIFICATION**

**TITLE: TRAINING PROGRAM MANAGER**

**REPORTS TO:** Deputy Director, Kitsap 911 (CALEA 1.1.3)

**MAY PROVIDE DIRECTION TO:** Public Safety Communications Supervisors

**GENERAL STATEMENT: (CALEA 4.1.4a)**

This position is responsible for a full range of activities for agency-wide training. Job responsibilities include program management, training development, implementation and oversight; developing and administering effective training programs, job skill certification, continuing education and professional enhancement employee training; employee skill refresher courses and probationary trainee programs as well as maintaining trainer profiles among existing staff.

NOTE: Kitsap 911’s operational needs require that the incumbent of this class perform professional dispatch duties on a regular and frequent basis as of the effective date of this classification description. Should Kitsap 911’s organizational and staffing needs change, the incumbent’s duties will no longer include regular dispatch work, and FLSA designation will be re-examined at that time, subject to the bargaining provisions of the Collective Bargaining Agreement that governs the wages, working conditions, and terms of employment for this class. In the meantime, essential job duties include all of the dispatch responsibilities found within Public Safety Telecommunicator II and/or Public Safety Communication Supervisor classification descriptions.

**ILLUSTRATIVE EXAMPLES OF DUTIES:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

* Supervise Communications Training Officers, Instructors, and Facilitators as they perform training, teaching and facilitating functions.
* Manage new hire Operations trainees from hire through completion of classroom training. Oversee trainee progress throughout training process. Transfer supervision to Public Safety Communications Supervisors once trainee begins floor training.
* Establish and monitor training program structure, staff assignments and resources
* Plan and manage training resources including expenditure monitoring, budget preparation and management.
* Plan, organize, develop, coordinate and conduct training programs of the Center; 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 programs, including procurement of facilities, materials and instructors.
* Conduct training needs assessment using surveys, performance evaluations, user requirements and other tools; evaluate effectiveness of training given and make revisions as necessary.
* Establish and maintain records of training received for all employees; compare employee training to a matrix of required training.
* Develop and implement approved skill certification and performance-based testing, training checklists, diagnostic assessments and appropriate forms, files, charts, manuals, notebooks or other methods of organization and documentation to include an adequate training library.
* Determine requirements and allocation of training resources; prepare instructor profiles; plan, direct, evaluate and qualify effectiveness of "training cadre" programs.
* Administer the probationary employee training program; review employee proficiency and ensure accomplishment of remedial training as necessary.
* Assist in the development and administration of performance improvement and remedial training plans for non-probationary employees.
* Develop and administer a quarterly "team training" program to include professional service contract instruction; implement a user agency familiarization program and integrate off-premise courses for employees.
* 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, develop and implement program and policy changes as it relates to the Training Division.
* Manage CALEA Standards related to Training. Provide proofs to Accreditation Manager.
* Maintains all training related forms and documents, including attendance/completion records, trainer certification requirements and status, and curriculum information.
* Participate in after hour on-call rotation. Respond to emergency calls on a 24 hour basis. Notified in the event of major emergencies; and may be required to return to the Communications Center or backup center to coordinate communication activities.

**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. Kitsap 911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

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

**KNOWLEDGE 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.

Working knowledge of: Management and leadership principles and practices. Developments and trends in the field of public safety dispatching. Principles, methods, materials and techniques in adult learning and evaluation. Computer operation and software. Typical public safety functions.

Knowledge of: Dispatch center equipment operation, equipment alarms, radio receiver voting systems, emergency batteries and un-interruptible power supply, back-up generator operation, master recording equipment, FAX, remote CAD system printers, etc.

Ability to: Be a self-starter. Effectively plan, organize, manage and evaluate the work of others. Resolve procedural problems. Apply judgment and discretion in difficult personnel issues and in interpreting policies and procedures. Accept responsibility for decisions and actions. Effectively communicate detailed information and recommendations, both orally 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.

**QUALIFICATIONS FOR TRAINING PROGRAM MANAGER:**

Five years of progressively responsible emergency dispatch experience, including three years supervisory experience, and three years progressively responsible experience in adult education and/or training development. 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.

Associate’s or higher degree is preferred.

Prior experience in developing and delivering staff training is preferred. APCO Communications Training Officer or Instructor or other training certification (Train the Trainer, or adult learning methodology, for example) is highly desirable.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Must be able to fulfill all travel requirements of this position, including operation of a motor vehicle on Kitsap 911 business. Incumbents are required to possess and maintain a valid Washington State Driver’s License and the appropriate level of automobile insurance.

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Must have a private telephone line for 24-hour availability, a ready and dependable means of transportation and be willing to carry a pager and/or cellular phone.

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.**

**This classification is:**

* Classified as eligible for overtime (non-exempt) under the Fair Labor Standards Act (FLSA)

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)