



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Training/QA Manager</u>	NEW: <u> </u> <small>(Please check one)</small>	REVISED: <u>X</u>
REPORTS TO: <u>Deputy Director</u>	FLSA: <u>Exempt</u>	DATE: <u>09/2024</u>
DEPARTMENT: <u>Boone County Joint Communications</u>	JOB CODE: <u>101</u>	

SUMMARY:

This position reports to the Deputy Director and works in coordination with the Operations Manager in matters of training, quality assurance/quality improvement, and policy development. This position is responsible for the planning, creation, organization, implementation, and instruction of the training and quality assurance programs and has direct supervision of the training and quality assurance staff for Boone County Joint Communications (BCJC).

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

- Plans, organizes, coordinates, implements, conducts, and evaluates the comprehensive training program to develop and enhance Joint Communications staff performance, including new hire, training staff, promotional, and continuing education training.
- Develops and coordinates all in-house training academies, including course development, certification course scheduling, and in-house trainer coordination; administers in-house training academies as needed.
- Schedules, develops, and coordinates quarterly in-service training (at a minimum), and recommends and approves off-site training classes for Joint Communications personnel.
- Evaluates the training program for effectiveness and recommends changes to the Deputy Director and/or Administration.
- Communicates and coordinates employee training needs with the Operations Manager to ensure mandatory training requirements are met.
- Provides feedback to Shift Supervisors related to Communications Training Officers (CTOs) and/or trainees and their performance during the training process.
- Maintains a comprehensive training database by inputting, updating, and correcting employee certifications and confirms continuing dispatch education credits are sufficient for recertifications.
- Develops, distributes, and maintains appropriate training records, forms, files, and certificates pursuant to training records retention requirements.

- Submits recertifications to the National Academy of Emergency Dispatch and maintains records reflecting the certification status of full-time and part-time employees.
- Remains current on all Joint Communications equipment and procedural changes as well as updating all training materials to reflect the current environment.
- Creates handbooks, manuals, visuals, and audio aids for training sessions and presentations.
- Monitors and remains current on all developing training trends and technology in public safety communications.
- Assigns work duties and monitors the quality and progress of work performed by CTOs related to training responsibilities.
- Instructs, counsels, and evaluates CTOs who are training new personnel, when related to training duties.
- Supervises, mentors, coaches, trains, and evaluates the performance of assigned training and quality assurance staff and probationary Emergency Telecommunicators.
- Ensures adequate training and professional development of assigned training staff.
- Reviews all Daily Observation Reports (DORs) and other evaluation/feedback reports to identify trends or patterns in trainee progress.
- Organizes and administers the quality assurance process and reporting to monitor dispatch and call taking performance based on International Academies of Emergency Dispatch's (IAED) and/or Association of Public-Safety Communications Officials' (APCO) standards.
- Creates, distributes, and reviews Performance Improvement Plans for Joint Communications personnel consistently falling below agency standards/benchmarks.
- Reviews, drafts, and/or modifies policies and procedures as needed.
- Assists with developing the annual budget.
- Compiles and submits monthly, quarterly, and yearly reports and graphs to the BCJC Director using organized methods, auditing, and evaluating the training program, the program's succession rate, the completion of continuing education, and quality assurance/compliance levels.
- Represents Joint Communications and is in direct contact with all partnering agencies, Priority Dispatch, IAED, QPR, and other vendors.
- Attends and participates in various meetings and serves on committees as assigned.
- Attends and represents Joint Communications at various training courses, workshops, and conferences.
- Assists with Joint Communications' public education program.
- Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Extensive knowledge of 911 dispatch operations, equipment (e.g., CAD, mapping, etc.), and standard protocols for emergency response.
2. Considerable knowledge of state and federal laws, regulations, and guidelines governing emergency communications and dispatch services (e.g., National Emergency Number Association (NENA), APCO) and local policies and procedures pertaining to Joint Communications.
3. Extensive understanding of adult learning principles, training designs, and development, including instructional techniques and tools.
4. Extensive familiarity with quality assurance practices and performance evaluation methods.

5. Extensive knowledge of the geography of city of Columbia and Boone County.
6. Proficiency in data analysis, quality metrics, and reporting to assess staff performance and call quality.
7. Familiarity with crisis management, de-escalation techniques, and decision-making processes in high-pressure situations.
8. Knowledge of accreditation processes for the International Academies of Emergency Dispatch (IAED), APCO P33, and Commission on Accreditation for Law Enforcement Agencies (CALEA).
9. Strong leadership and motivational skills to guide and mentor staff at all levels of an organization.
10. Excellent verbal and written communication skills; ability to provide effective constructive feedback and deliver training to a diverse audience.
11. Highly organized with the ability to manage multiple tasks, training schedules, and QA responsibilities simultaneously.
12. Strong analytical skills to analyze performance data, identify trends, and recommend operational improvements and/or training needs.
13. Proficiency utilizing dispatch technology (e.g., CAD, radio equipment, telephony, recorders, etc.), simulation software, and performance monitoring tools.
14. Strong interpersonal skills with the ability to collaborate and successfully develop and manage relationships at all levels of the organization and with stakeholders.
15. Strong problem-solving skills with the ability to recognize, address, and resolve conflicts, handle complaints, and improve systems and processes.
16. Ability to use classroom technology, including but not limited to PCs, video conferencing equipment, video projectors, audio-visual systems, etc.
17. Strong public speaking skills to train, present, and/or represent Joint Communications at meetings, trainings, workshops, and/or conferences.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire is required. This position routinely uses office equipment such as computers, calculators, multi-line telephones,

photocopiers, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials and members of other entities.

QUALIFICATIONS:

- High school diploma or equivalent
- Must possess and maintain a valid Missouri's driver's license.
- Minimum of five (5) years of experience as a public safety dispatcher/telecommunicator. Experience in a consolidated center is preferred.
- Three (3) years in a supervisory or leadership role (CTO status acceptable).
- Fully trained ETC status with Joint Communications (or ability to obtain within six months).
- TDD/TTY training.
- Communications Training Officer Certification (APCO, NENA, or equivalent).
- Proficient in the English language including proper usage, spelling, punctuation, and grammar.
- Proficient in Microsoft Word, Outlook, Excel, and PowerPoint.
- Possession of or the ability to obtain within six (6) months of hire:
 - IAED Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), Emergency Police Dispatch (EPD) certifications.
 - IAED Quality Improvement Certifications (ED-Q) in Medical, Fire, and Police (EMD-Q, EFD-Q, EPD-Q).
 - MULES certification.
 - Cardiopulmonary Resuscitation (CPR) certification.
 - 40-hour Instructor Development Course (APCO or equivalent).

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.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.