



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Training/QA Coordinator</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/> <small>(Please check one)</small>
REPORTS TO: <u>Deputy Director</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/16</u>
DEPARTMENT: <u>Boone County Joint Communications</u>	JOB CODE: <u>101</u>	

SUMMARY:

Work is performed under the general supervision of the Deputy Director. This position oversees the training program and the training of Emergency Telecommunicators.

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.)*

Coordinates and develops the Emergency Telecommunicator (ETC) training program. Coordinates and oversees Emergency Dispatch compliance and quality assurance program. Conducts weekly case reviews on emergency and non-emergency calls, generates associated reports and conducts trend analysis.

Coordinates and develops In-Service trainings for approximately 30 employees. Schedules training for employees for various certifications. Monitors who needs certified and then revises work schedule for departmental coverage. Reviews and provides analysis for periodic low-frequency, high-profile incidents.

Conducts public speaking engagements and facility tours for user agencies and the general public approximately 5-7 times per year. Attends various training seminars, conferences, and demonstrations.

Performs related duties for probationary Emergency Telecommunicators such as: conducting performance evaluations, recommending trainee for accelerated training or termination, making daily work assignments for others, approving and disapproving leave requests, interviewing and making hiring recommendations, recommending disciplinary actions.

Facilitates International Academies of Emergency Dispatch (IAED) accreditation and recertification process. Assists in the development of directives, procedures, and goals. Organizes and facilitates program activities, program evaluation, and quality assurance elements.

Performs all other duties as assigned.

KNOWLEDGE & SKILLS

1. Basic knowledge of standard office practices, record keeping, office equipment, and computer software.
2. Basic knowledge of County departments and operations.
3. Basic knowledge of Boone County policies and procedures.
4. Basic knowledge of staffing and scheduling procedures.
5. Advanced knowledge of Department standards, procedures, and requirements.
6. Skill in educating and training.
7. Skill in organizing, scheduling, and reviewing work.
8. Skill in the use of a personal computer.
9. Skill in establishing and maintaining cooperative working relations with other Boone County employees and the public.
10. Skill in public speaking.

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 phone.

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 and transporting distances up to 50 yards. OCCASSIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, 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:

Three to four years of progressively responsible experience in adult training or education (including Communications Training Officer experience) or related coordination and facilitation of training/quality assurance programs; a bachelor's degree in communications, education, public safety/health or closely related field may substitute for some of the required experience.

PREFERRED QUALIFICATIONS:

Public Safety Dispatching, Call-Taking, and Emergency Medical Dispatch experience, knowledge and familiarity are highly desirable. Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and ability required to successfully perform the job will be considered.

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.

APPROVALS:

Department Director: _____ Date: _____
(signature)

HR Director: _____ Date: _____
(signature)