



Training & Certification Coordinator

Date Updated: May 30TH, 2023

Position Title: Training & Certification Coordinator

Wage Scale: \$5,5760-\$7,117

Supervisor: Operations Manager

Position Overview: Responsibilities include but are not limited to: In processing of newly hired Communications Center staff, managing the District Communications Training Program, maintaining training records, ensuring recertification requirements are met, manages operations staff schedule, provide input for employee evaluations, recommend staff for awards and recognition.

This position works closely with the Lead(s) to coordinate employee schedules for dispatch staffing, training and the CAD Specialist to develop specific CAD related training.

This position is non-exempt and is not represented by the Collective Bargaining Unit.

Supervision Exercised: Position will primarily lead the coaching/training teams with oversight of the Operations Manager.

Working Environment: Work is performed at the Columbia 9-1-1 Communication District facility and travels as necessary for meetings, training, and other commitments.

Qualifications:

- No disqualifying Criminal History
- Education – High school graduate or equivalent
- Experience:
 - A minimum of five (5) years' experience in an Emergency Communications Center (ECC)
 - A minimum of two (2) years' experience as a coach/trainer in an ECC
 - A minimum of one (1) year experience in handling primary scheduling responsibilities for 24-hour staffing
- Currently hold, or the ability to obtain within one (1) year, the Basic Telecommunicator and Basic EMD certifications in the State of Oregon
- Completion or ability to complete within one (1) year of hire, Communications Training Officer (CTO) & CTO Instructor certification
- Completion or ability to complete within one (1) year of hire, APCO Emergency Medical Dispatch Manager (EMD-M) and APCO Emergency Medical Dispatch Instructor (EMO)
- Ability to maintain familiarity and qualification to work a Communications Specialist duty position



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- Ability to learn and implement District procedures, regulations, and requirements with respect to 9-1-1 Center operations and organization
- Experience in the operation of typical ECC equipment including, but not limited to, the use of multiple computers, achieving a minimum typing speed of 35 WPM, computer aided dispatch (CAD), communication equipment, emergency telephone lines, fax machine and copy machine
- Working knowledge of Microsoft Window, Microsoft Word, Excel, and PowerPoint
- Ability to demonstrate organizational skills and time management skills
- Demonstrated ability in leadership and supervision
- Flexibility to work with others on projects as assigned
- Ability to communicate effectively both verbally and in writing in the English language

Essential Job Functions:

- Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards
- Must possess ability to remain calm in a stressful environment of crisis & emergency events
- Must be able to demonstrate the ability to prioritize and complete duties timely
- Demonstrate innovative thinking by making necessary decisions and solve problems pertaining to 9-1-1 dispatching and training without supervision
- Ability to provide clear explanation of expectations, training, and projects to staff
- Ability to coordinate projects and delegate work as appropriate and necessary
- Flexibility to work with others on projects as assigned
- Ability to maintain an informed and positive working environment for Communications Specialist and administrative personnel

Job Duty Outline:

- Mentor Communications Staff
- Assist Operations Manager with developing training related to newly created or updated SOPs pertinent to floor operations and duties
- Provide input for coach and staff evaluations
- Provide coaching/training to communications staff as needed
- Identify and recommend staff for training courses
- Recommend personnel for awards and recognition
- Assist with outreach activities (Public Educations, Job Fairs, School Career days etc.)
- Schedules and maintains training specific to communications staff, ensures annual certification requirements are met
- Tracks employee advancement eligibility and submits certification advancement packets
- Maintain Oregon DPSST Basic Telecommunicator and EMD certifications



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- Work the dispatch console a minimum of 15 hours a month
- Adjusts schedule as necessary for meetings, training, etc.
- Participate in the on-call rotation with Leads and Operations Manager
- Scheduling for Communications Staff
 - Act as the primary scheduler for Communications Staff
 - Schedule and register staff for training courses and events throughout the year
 - Coordinate and ensure quarterly trainings are scheduled for communications staff to participate in the Resuscitation Quality Improvement (RQI) program
 - Completes or coordinates all scheduling for trainees while in the training program

Additional Duties:

- Participates in meetings as required or as necessary
- Active participant in MAJCS Ops and Training groups
- Participation in local or regional training groups as necessary
- Development and implementation of Quality Improvement (QI) Programs with the assistance of the Operations Manager
- Manage Training Program for Communications Staff
- Acts in the capacity of District Communications Training Officer;
 - Ensure the initial communications center training program is implemented effectively
 - Ensure certification training is maintained and documented
 - Assist employees with their training needs including scheduling continued training for communications staff, facilitating, and hosting ongoing training
 - Develop, instruct, schedule and/or identify training topics for communication staff during mandatory spring and fall training classes
- Conducts regular and consistent meetings with trainees and trainer's
- Develop and instruct new hires in an in-house academy
- Oversees training, evaluates the process, and makes necessary adjustments
- Develop and issue performance improvement plans (PIP) specific to training issues for trainees and career staff
- Recommends termination of the training process when performance requirements are not met
- Ensures DPSST, EMD, and other training requirements are met