



Job Title	Public Safety Dispatch Trainer	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	5	Job Code	12768

Class Specification – Public Safety Dispatch Trainer

Summary Statement:	
<p>The purpose of this position is to coordinate activities related to training, continuing education, and protocol compliance for public safety dispatchers and emergency response technicians. This is accomplished by developing, updating and maintaining course curriculum, training materials and provide training; develop in-service training for communication center employees; supervising, mentoring, and directing the daily activities of newly hired personnel assigned to the training program; and providing performance evaluations for personnel in the training program.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time %	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Develops, updates, and maintains course curriculum, training materials, and provides training by teaching courses; creating rotating schedules; and reading reports.
25%	Maintains proficiency in all skills and duties by working Police dispatch console; working Fire dispatch console; working phone position; maintaining 48 hours CDE's 2 years; and maintaining EMD, EPD, EFD certifications.
10%	Maintains electronic training files, provides documentation for re-accreditation using Microsoft Word and Excel to create spreadsheets and documents; and gathers information and records it accurately.
10%	Supervises and mentors the daily activities of newly hired personnel by completing three month evaluations for new hires; overseeing all aspects of training; and discussing concerns with employees.
10%	Consults and participates in meetings with the communications planning team members for special events, exercises, and other meetings.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required :

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training in dispatch communications or a related field.

Experience: One year of full-time experience as an independent public safety or emergency communication center dispatcher.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
CPR certification (cardiopulmonary resuscitation)	Within 3 months of start date
EMD	Within 3 months of start date
EPD	Within 3 months of start date
EFD	Within 3 months of start date
CBI (CCIC/ NCIC)	Within 3 months of start date
CJIS	Within 3 months of start date
ICS 100 and 700	Within 3 months of start date
NCMEC	Within 3 months of start date
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.
Supervision Received:
Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary responsibility.

Physical Demands:
Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Office environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Quick Response, CAD, CCIS/NCIC, CJIS, LERMS, ProQA, MS Office, Contact Map, twitter, Facebook, Citizen Observer, 3si, CSU database, and BOSS3.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2014