

Job Description – City of Burleson

Job Title: Public Safety Communications Training Coordinator
 Department: Public Safety Communications
 Reports to: Director of Public Safety Communications or Assistant Director of Public Safety Communications
 Pay Grade: Range 29
 FLSA Category: Non-Exempt
 Schedule: 5 shifts per week in general, 8 hrs. each, may be required to work overtime, nights and weekends
 Date Revised: September 14, 2022

PRIMARY DUTY:

Under direct supervision of the Director or Assistant Director of Public Safety Communications, the Public Safety Communications Training Coordinator develops and maintains the Training program, supporting a formal training process by which performance, behavior and outcomes are compared against multiple standards to ensure compliance, consistency and accuracy in the delivery of quality service. This position may also back up dispatch functions and perform the role of supervisor as needed.

ESSENTIAL DUTIES:

[S = Sedentary (0-10 lbs); L = Light (10-25 lbs); M = Medium (25-50 lbs);
 H = Heavy (50-100 lbs); VH = Very Heavy (over 100 lbs)].

Strength Exerted	Description of Job Duties
S	Assist management in developing policies, procedures, protocols and department or performance goals.
S	Coordinate with management to develop, implement and maintain a structured, curriculum-based training program with applicable manuals and instructional materials in compliance with organizational, regulatory and/or accreditation standards.
S	Collaborate with management on policy management and training program compliance matters.
S	Coordinate with management to achieve Training Program Accreditation; maintain accreditation compliance after accreditation is awarded.
S	Supervise all aspects of the training program to oversee necessary administrative functions related to the efficient operation of the program; communicate the status and report results of the training program to management
S	Supervise Communications Training Officers (CTOs) during the new hire training process to ensure their consistency in the training process.
S	Ensure Training Program Evaluation forms are received from each Trainee after completing the training process to maintain a high-quality program for new hires; manage feedback and make adjustments to the program, as necessary.
S	Coordinate feedback in the form of Trainer Evaluation Forms from each Trainee after completion of the training process to ensure CTOs maintain a high level of skill, performance and interest in the training process.
S	Solicit feedback from each CTO and regularly evaluate the Training Program to ensure a high-quality program for new hires.
S	Make recommendations for performance improvement, including training, written directives, coaching and commendations.
S	Establish, facilitate and track individual training or train the trainer sessions with department staff and other identified stakeholders.
S	Arrange for ongoing training for Public Safety Communications personnel to ensure continuing education requirements remain current.

S	Research trends and identify training needs.
S	Collaborate with Public Safety Communications Supervisors and Management to ensure consistent operations among shifts.
S	Coordinate with third-party organizations to provide focused training to Public Safety Communications personnel.
S	Coordinate with Police and Fire staff to develop a cross-training and education program.
S	Coordinate with both Police and Fire Command Staff to provide updates on current trends and issues to maintain interdepartmental communications at a high level.
S	Motivate, mentor and coach staff to ensure adherence to policies and procedures.
S	Assist with the selection, hiring and onboarding process of new personnel.
S	Serve as a liaison between department and police/fire training staff in implementing and maintaining communications standards, training and material updates.
L	Assist with audits and validations of Public Safety records.
L	Documentation management for assigned items including training records and other recordkeeping, record destruction in accordance with record retention requirements, faxing, mailing and processing other various department specific paperwork.
S	Prepare various documents and correspondence such as letters/memos, reports, training calendars/documents and presentations.
L	Assure Public Safety Communications equipment operates properly and is maintained in good working order; ensuring notification of proper repair personnel if required.
S	Act as 9-1-1 Custodian of Records as needed, as well as assist in preparation of audio tapes for the courts, open records requests, criminal investigations and administrative staff. Participate in court proceedings and needs as assigned.
S	Collaborate with Management to maintain staff recognition program.
S	Attend meetings, conferences, workshops and training sessions and review publications and materials to remain current on the principles, practices and new developments in assigned work areas.
S	Performs all functions of a Public Safety Communications Specialist or Public Safety Communications Supervisor when needed.
S	Other duties as assigned.
	Regular scheduled attendance at the work site is required.

SUPERVISORY RESPONSIBILITIES:

This position may supervise assigned Public Safety Communications personnel on occasion.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of PSAP technology usage including CAD, radio, telephony and logging recorders.
- Knowledge of police and fire emergency response practices, procedures and Public Safety Communications Center operations.
- Knowledge of TCIC/NCIC and TLETS/NLETS rules, regulations and requirements.
- Knowledge of methods, practices and procedures for responding to and dispatching emergency services utilizing computer-aided dispatch system.
- Knowledge of City policies and procedures, Police Department and Fire Department Standard Operating Procedures and Administrative Policies and Public Safety Communications Standard Operating Procedures.
- Detail-oriented, organization skills and ability to prioritize workload assignments.
- Ability to work under stress and use sound judgment in emergencies.
- Ability to be assertive, yet calm, in soliciting information from distressed callers.
- Ability to type at a speed necessary for successful job performance.
- Ability to quickly assimilate information and implement an appropriate course of action.
- Ability to follow through on commitments, using sound judgment with the ability to recognize and handle sensitive/confidential information.
- Skill in effective oral and written communications including being clear and concise.

- Must have flexibility and adaptability in dealing with rapidly changing priorities and demands.
- Must have exceptionally strong interpersonal skills with strong focus on customer service.
- Must have strong initiative skills and the ability to work independently with minimal direction/supervision.
- Must have excellent problem-solving skills and the ability to meet competing deadlines under pressure while maintaining accurate and strong attention to detail.
- Proficient in the use of computers and related equipment, hardware and software
- Must be able to work various shifts - days, nights, weekdays, weekends and holidays.

EDUCATION AND EXPERIENCE:

- Must be at least 18 years of age.
- High school diploma or equivalent required.
- Associate degree or some advanced study or training in criminal justice, public safety communications or related field preferred.
- Three (3) years emergency dispatch communications experience or equivalent combination of education, certification and experience.
- Bilingual skills preferred.

CERTIFICATES AND LICENSES REQUIRED:

- TCOLE - Advanced Telecommunicator Certification or greater required
- Must be a US Citizen (TCOLE requirement).
- Must possess and maintain CPR certification.
- Basic TCOLE Instructor Certification preferred.
- TLETS Associate Trainer Certification preferred.
- Must possess and maintain International Association of Emergency Dispatch (IAED) Emergency Medical Dispatch Quality Assurance (EMD-Q) Certification or the ability to obtain in 6 months.
- Must possess and maintain certification as a Communications Training Officer or the ability to obtain in 6 months.
- Valid Texas Driver’s License with good driving record.

ENVIRONMENTAL FACTORS AND SAFETY HAZARDS:

Work is performed in a climate controlled office setting, extended periods of sitting, frequently noisy, distracting and stressful environment.

TOOLS AND EQUIPMENT USED:

Computers, phones, radio and other communications equipment and audio/visual aids.

DESCRIPTION OF PHYSICAL DEMANDS:

[Frequency: C = Constantly (2/3 or more of the time); F = Frequently (1/3 to 2/3 of the time); O = Occasionally (up to 1/3 of the time); R = Rarely (less than 1 hour per week)].

Physical Demand	Frequency	Description of Demand
Standing/Walking	O	On carpet or tile floors, and stairs
Sitting	C	Primary work position at a standard desk with an adjustable office chair.
Lifting/Carrying	R	Small boxes of supplies and paper weighing less than 5 pounds
Pushing/Pulling	F	To open and close filing cabinet drawers.
Reaching	F	Into filing cabinets and on shelves to store or retrieve documents and supplies.
Fine Dexterity/Handling	C	To use the computer, type, and write.
Crouching/Crawling	R	To plug in computer and other corded devices
Twisting	F	Working around the desk in standard office activities.

Kneeling	O	To retrieve documents from lower shelves and bottom drawers of file cabinets.
Vision	C	To read on devices and documentation, analyze and prepare paperwork.
Hearing/Talking	C	To speak with citizens and employees on the phone and in person. To listen to recordings and others.
Foot Controls	R	Driving a car.

DESCRIPTION OF NON-PHYSICAL DEMANDS:

[Frequency: C = Constantly (2/3 or more of the time); F = Frequently (1/3 to 2/3 of the time); O = Occasionally (up to 1/3 of the time); R = Rarely (less than 1 hour per week)].

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| <u>O</u> time pressures | <u>F</u> emergency situations |
| <u>O</u> irregular schedule | <u>R</u> danger/physical abuse |
| <u>F</u> frequent change of task | <u>F</u> noisy/distracting environment |
| <u>O</u> tedious exacting work situation | <u>F</u> working closely with others as part of a team |
| <u>F</u> performing multiple tasks simultaneously | other: _____ |

Applicant Notes:

- Regular and reliable attendance is required of all employees.
- Pre-employment drug screens required and substance abuse policy enforced.
- The City of Burleson is an at-will employer.
- The job description is a general summary; it is not an all-inclusive list of job duties, and employees will be called upon to complete other duties as assigned.
- **Applications are required to be considered for open positions.** A resume may be provided, but does not take the place of a completed application.