

# Central Dispatch Training Coordinator



## Position Description

**Status**

Full-Time, Nonexempt

**Compensation**

B22

**Bargaining Unit**

N/A

**Reports to**

Deputy Central Dispatch Director

**Supervises**

Telecommunicator Trainees

**Position Category**

Coordinator

**Summary**

Provides training for new employees as well as continuing education for all Telecommunicators and Telecommunicator Supervisors. Under the direction of the Deputy Director, administers the training program and conducts administrative tasks. Participates in interviews, community outreach, and performs all duties of a Telecommunicator Supervisor.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for new hires other positions in the department.

1. Conducts and schedules continuing education for Allegan County Central Dispatch (ACCD) staff.
2. Performs on the job training. Monitors and evaluates performance. Makes recommendations on corrective actions for Telecommunicators.
3. Ensures appropriate, detailed training records are maintained.
4. Assigns work, continually develops and maintains staff scheduled, and responds to operational questions. Provides assistance to staff during unusual or emergency situations.
5. Reviews and duplicates audio recordings for court, public safety agencies, in-house training, and as directed by the Freedom of Information Act.
6. Responds to and resolves complaints or refers to the Deputy Director of Central Dispatch for assistance.
7. Maintains records and activity summaries and various computer files/programs. Performs clerical work related to dispatching.
8. Updates Master Street Address Guide files as changes are made.

9. Ensures proper operation of all center equipment. May perform some troubleshooting and/or notifies maintenance/repair personnel.
10. Works a fluid schedule that allows for contact with all shifts. Must be willing and able to adjust schedule for the needs of Dispatch and training needs of both the organization and individual Dispatch staff.
11. Coordinates the CTO program and CTOs as it pertains to CTO responsibilities and activities.
12. Coordinates quality control programs (QA/QI) and Quality Assurance Officers in their QA responsibilities and activities.
13. Assists the Deputy Director with administrative tasks as needed.

## **Competencies**

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgment
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has direct supervisory responsibilities during new hire training and when functioning as a Telecommunicator Supervisor.

## **Work Environment**

This job operates in a professional office environment in a locked dispatch center. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing maybe required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required to access County buildings and employees, as well as meetings and training opportunities throughout the State. Occasionally may require travel outside the state.

## Required Education and Experience

1. Minimum of two years' experience as a Certified Training Officer (CTO) and minimum of five years' experience as a Telecommunicator.
2. Associates Degree or equivalent in Business Administration or Public Safety, Equivalent experience may be considered as an alternative to a degree.
3. Must be Emergency Medical Dispatch (EMD) certified, Law Enforcement Information Network (LEIN) certified and have completed the required State of Michigan dispatching courses.
4. Must be Terminal Agency Coordinator (TAC) certified within 12 months of accepting position.

## Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

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.

## Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_Date\_\_\_\_\_