

MAJOR FUNCTION

This is responsible specialized work that provides training and guidance to trainee Public Safety Communications Operators (PSCOs) with the Consolidated Dispatch Agency (CDA) while also carrying out the duties of a PSCO. Provides employee training on the operation of a Computer Aided Dispatch (CAD) system, an 800 MHz digital radio system, and sophisticated emergency and non-emergency phone systems. It also includes instruction on how to render aid on the telephone in emergency situations. Other responsibilities include explaining what is expected of the trainee, providing remedial training, recommending extension of training, and keeping the trainee informed of progress through daily objective feedback. Work is performed under the oversight of the Professional Development Coordinator, but reports directly to a Shift Supervisor. Work is reviewed by observations, consultations, and written reports for achievement of the desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Provides initial on the job training to new PSCO's in an emergency call center. Utilizes adult educational practices and methods to deliver effective training sessions. Adapts training programs according to individual learning styles and abilities. Provides both positive and negative feedback clearly yet sensitively orally or in writing. Provides instruction on how to use the Computer Assisted Dispatch (CAD) system, teletype, mapping, use of strategic questioning techniques, instruction on how to understand callers, and manage radio traffic. Produces a Daily Observation Report (DOR) at the end of each shift as an evaluation of the trainee. Maintains a checklist of the types of incidents to which the trainee has been exposed. Demonstrates responsiveness and attentiveness to the trainee in a professional setting, giving his or her complete and undivided attention to the trainee, never leaving the trainee unsupervised. Assists the Professional Development Coordinator in training, and implementing procedural changes. Maintains reliable, consistent attendance during training assignments. Serves as a role model remaining calm and professional in stressful situations. Exhibits a professional demeanor and maintains appropriate professional relationships necessitated by the work at all times. Performs related work as required.

Other Important Duties

Attends meetings and keeps abreast of system changes and upgrades. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of all aspects of a Public Safety Communications Operator. Must be able to carry out the training program while continuing to perform as a PSCO. Knowledge and understanding of policy, procedures and required equipment. Ability to reliably evaluate a trainee's performance. Ability to communicate and gather information. Skilled in observation and effective verbal and written feedback styles. Ability to project a professional and positive demeanor. Ability to organize, prioritize, schedule, and manage daily work activities, tasks and special assignments. Ability to deliver instructional materials, programs and/or courses in an organized, effective and motivating manner. Ability to utilize the 2-way radio for official communications only, communicating in a clear, concise and intelligible manner under all conditions and at all times. Ability to effectively communicate orally, verbally and in writing with students, coworkers, supervisors and the public, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Currently employed as a PSCO by the CDA. Candidate must meet qualifications as specified in CDA Policy 525 – Communications Training Officer Program. Successful completion of the Association of Public Safety Communications Officials (APCO) CTO certification course.

Established: 04-06-16
09-05-19