

Training & Quality Assurance Specialist

DEFINITION: As supervised by the Training & Quality Assurance Coordinator, assist the development of training curriculum and provide training/support to the Emergency Communications Center (ECC) trainees and operational personnel. Conduct Quality Assurance evaluations. Prepare curricula, teaching outlines, educational materials, etc: performs associated duties as required.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)

TASKS:

Conduct training within the ECC.

Schedule training courses, conferences and seminars

Create training schedules for ECC, identify and recommend appropriate instructors. Notify all instructors, prior to class date, to insure no conflicts. Update schedule as needed after each class.

Work with Standards and Compliance Specialist to ensure that all employees maintain required certifications.

Performs administrative duties or projects as needed, prepares written documents. Prepares and maintains periodic reports, files and other documentation regarding training/education programs schedules and activities.

Create, maintain and distribute training material for classroom, insuring that all material is up to date with the latest changes and policies. Create audio visual aid training material to include but not limited to: PowerPoint presentations, audio tapes or CDs, videos, etc.

Design and write continuing education classes needed for personnel: submit for approval by the Training & Quality Assurance Coordinator.

Formulate appropriate tests and testing procedures to evaluate employee progress.

Provide guidance to employees on procedures to sign up for class. Assist with any conflicts with classes.

Conduct routine evaluations on each trainee, addressing and correcting any identified issues. Maintain training database.

Work as an alternative Communications Training Officer (CTO), when necessary.

Issue new and updated policies, including sign off sheets.

Assist with research, writing, updating, and modification of the Standard Operating and Procedures Manual for the ECC.

Receive various forms, reports, correspondence, e-mail messages, statistical reports, training reports, training materials, software user documentation, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

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Communicates with employees, supervisors, department management, other departments, the public and other individuals as needed to coordinate training activities, the exchange of information, resolve problems, or give/receive advice/direction.

Maintains an awareness of new trends and advances in the profession; reads professional publications to increase knowledge; attends workshops and training sessions as appropriate.

Analyze voice clips and service incident data, using quality monitoring data management system to compile and track performance. Provide trends data to management team.

Identify areas of service improvements and make recommendations which will improve overall quality of service to the Training & Quality Assurance Coordinator. Prepare and analyze quality reports for management review.

Assist with committees.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include performing minor equipment repair, answering telephone calls, typing documents, making copies, sending/receiving faxes, or filing documentation.

Provides assistance to other employees, divisions, or departments as needed.

Responds to incoming calls and pages during off-duty hours as needed.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Three (3) years of experience with Emergency Communications operations; Certified as Basic Telecommunicator and EMD; One (1) year of experience as Communications Training Officer (CTO); supplemented by two (2) years previous experience in adult education or training or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

High School or GED; plus three (3) years related experience in Emergency Communications operations demonstrating increasing responsibility plus one (1) year experience as a Emergency Communications Training Officer; or training, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess Fire and Police Dispatch and EMD Certifications.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and county laws, rules, regulations, practices and procedures related to ECC operations.

Knowledge of training/educational methods and techniques.

Knowledge of customer service/public relations practices.

Skill in Microsoft Office, Word, Excel, Access, and database management.

Skill in interpersonal relations

Skill to read, comprehend and interpret a broad range of complex written materials.

Skill utilizing verbal and written communication to develop reports and training material.

Skill utilizing customer service/public relations techniques when responding to inquiries and complaints.

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Skill establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS:

Work requires long periods of attention to detail; extensive computer keyboarding; occasional lifting, bending, kneeling and stooping to lift objects weighing up to 15 pounds; ability to perceive and discriminate sounds and visual cues; ability to communicate orally.