

MAJOR FUNCTION

This is specialized technical, administrative and supervisory work in developing, overseeing, and evaluating training programs for new recruits and trainees who are learning how to become emergency services dispatchers with the Consolidated Dispatch Agency (CDA). Work is performed autonomously and in collaboration with the Professional Development Coordinator under the supervision of the Assistant Director. Work is evaluated through conferences, observations, written reports, and by results obtained.

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

Serves as the Academy Superintendent for the 232 hour 9-1-1 Public Safety Telecommunicator's Academy (Academy) for all new Public Safety Communications Operators PSCO's. Oversees the course syllabus, instructor selection and scheduling, course delivery, topic and instructor evaluations, academy process measurements, and cost management recommendations in conjunction with the Academy. Coordinates the initial EMD, EFD, and EPD classes to meet NAED certification requirements. Coordinates with the CDA's liaisons to schedule and conduct ride-alongs for recruits with field units and a tour of their respective headquarters. Registers trainees for the state examination and coordinates state examination re-takes as needed. Develops and administers a learning style assessment to newly hired PSCO's prior to the beginning of their Academy. Manages operation of the Communications Training Officer (CTO) program. Provides training to CTO's that results in their achieving national certification. Reviews and then discusses the CTO's Daily Observation Reports (DOR) and the Weekly Summary Reports (Weeklies) with CTO's and their shift supervisors to ensure they are being completed in an accurate and timely fashion. Analyzes trainee performance to base recommendations for establishing the compliment of active CTO's. Meets with CTO's on a regular basis to provide training, performance feedback, and to establish continuity in training throughout the program. Conducts training for new employees at the CDA's Back-up Center. Works with Quality Assurance (QA) Unit to ensure trainees are receiving the necessary feedback and training based on their review scores. Recommends and monitors the length of training for each position (call taker, teletype, fire and law radio) and prescribes the type(s) of remedial training necessary for trainees who fail to meet or maintain established performance standards.

Other Important Duties

Tests and evaluates Computer Aided Dispatch (CAD) functions and upgrades. Transfer highly technical information into clear and succinct training modules targeting new users. Conducts Quality Assurance (QA) functions when necessary. Serves on the agency's Leadership Team. Performs related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of rules, regulations, procedures for public safety dispatching. CAD knowledge and proficiency includes provisioning, premise information entries, and other related functions. Ability to coordinate instructional materials, programs and/or courses in an organized, effective and motivating manner including the use of instructional resources. Ability to utilize adult educational practices and methods to develop, maintain and/or update detailed, organized and content valid training curricula consistent with agency needs. Ability to effectively communicate orally, verbally and in writing with trainees, 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.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certification and two years of experience as an emergency communications operator or one year of experience as an emergency communications operator and one year of experience as a law enforcement officer.

Necessary Special Requirements

At the time of appointment must possess certification as a 9-1-1 Public Safety Telecommunicator as defined by the State of Florida Department of Health, Bureau of Emergency Medical Services. At the time of appointment must possess certification in Emergency Medical Dispatch, Emergency Fire Dispatch, Emergency Police Dispatch, and Florida Crime Information Center. At the time of appointment, or within 60 days of appointment, must possess an instructor certification from the Association of Public-Safety Communications Officials (APCO).

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