

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
\$48,582.14 – 65,309.78	04/02

Job Classification	FLSA Status
Training Coordinator	Exempt

Title of Immediate Supervisor
Operations Manager

Job Summary

Oversee and administer the training program for Metro Communications Agency.

Task No.	Description
1.	Research and develop training manuals and materials, schedule training rotations, conduct and supervise classroom training, set guidelines to effectively rate recruit training progress and maintain training records and all personnel certifications.
2.	Provide direction, updates on recruit progress and advice on continued training with instructors, employees and recruits. Recommend disciplinary action for recruits.
3.	Evaluate training materials and participants to meet established goals.
4.	Coordinate the purchase of uniforms and other equipment needs for new recruits.
5.	Provide input into the development of the department budget, as it relates to training needs.
6.	Develop training materials for the Citizen's Academy.
7.	Provide certification and recertification for CPR and NCIC to all employees.
8.	Assist with the employment and promotional testing processes.
9.	Provide NCIC certification classes and training to outside agencies.
10.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

Minimum Qualifications

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Graduation from an accredited school with an associate's degree in public administration, criminal justice, computer science or related field and a minimum of three years' experience in public administration, public safety, or communications, with one year of management experience preferred or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Must possess or be able to obtain prior to hire CPR certification. CPR Instructor certification desirable.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, credit check, and full criminal background.

Knowledge, Skills, and Abilities

Ability to rapidly acquire working knowledge of approved principles, practices, and procedures of communication dispatch work.

Ability to acquire and maintain the following certifications within a timeline set by management: CPR Instructor, APCO Supervisor, APCO Certified Training Officer, NCIC and State Certification.

Ability to learn and apply EMD/MPDS protocols.

Ability to work in an environment under stressful conditions.

Ability to react quickly and calmly in emergency situations and deal with those requesting or requiring services in a prompt and courteous manner.

Ability to supervise and communicate orders, policies, and regulations governing the activities of the Metro Communications Agency.

Ability to establish and maintain effective working relationships within the agency and with other agencies and services served through the agency.

Ability to problem solve, make decisions, and take necessary action per established procedures and protocol.

Ability to analyze, organize and prioritize work.

Ability to communicate effectively, both orally and in writing.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.