

Montgomery County Emergency Communications District

JOB DESCRIPTION

911 Training Coordinator

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason for this position is to provide initial and continual education to the four public safety answering points (PSAPs) operating in Montgomery County. This position will provide support to the two primary PSAPs by providing the requisite Texas Commission on Law Enforcement (TCOLE) training for Licensed Telecommunicators. The incumbent will become certified in customer premise equipment (CPE) and provide initial and on-going training in telephony and computer-aided dispatch (CAD) products. The incumbent will also support training programs to enhance the skills of the emergency Public Safety Telecommunicators (PSTs) employed within Montgomery County to ensure citizens receive consistent, professional call processing, meeting national standards.

ESSENTIAL FUNCTIONS:

- Train and certify new primary PSAP staff as basic level call takers.
- Provide initial training in the operation of Vesta call processing equipment.
- Provide initial training and certification for the Rave Public Safety Suite products provided by MCECD.
- Provide training with CAD products to support the Rave products.
- Coordinate with the management of the four PSAPs to establish a set of Quality Assurance/Quality Improvement (QA/QI) metrics within APCO/NENA American National Standards Institute (ANSI) Standard.
- Provide professional growth and continuing education courses for the PSAP's to maintain their TCOLE basic, intermediate, advanced, and master license certifications.
- Coordinate with local PSAPs to recruit potential PSTs.
- Prepare, maintain, and submit required TCOLE reports for state mandated and continuing education courses and prepares state audits.

Required Knowledge, Skills and Abilities:

- Extensive knowledge of Public Safety Communications operations and procedures.
- A thorough application of specialized software used to answer and process emergency calls for service related to law enforcement, fire and emergency medical operations.

- A practical understanding of adult learning theory and supervisory practices, including classroom management.
- Effective time management skills and the minimal need for supervision.
- Assess training needs, organize course content and coordinate courses at various locations sometime involving multiple outside resources.
- Obtain and maintain requisite certifications related to public safety communications or education.
- Ability to effectively instruct a group of students in a classroom setting of various sizes and demographic backgrounds.

Additional Requirements:

- Ability to work a flexible schedule to include some weekends and evenings to support the needs of the PSAPs.
- Ability to network and plan with area emergency communication districts and councils of government to provide cost effective training by coordinating training programs and resources.
- Ability to effectively communicate in English. Bi-lingual (Spanish) is preferred.
- Ability to attend quarterly TCOLE meetings, 9-1-1 Industry and professional conferences as needed.

Acceptable Experience and Training

Required:

- Five years of experience within a PSAP to include supervision and training.
- Master TCOLE certification and Basic TCOLE Instructor certification.
- Bachelor's degree in Education, Criminal Justice, Political Science or related field or equivalent training and work experience.

Preferred:

- Emergency Dispatch Quality Assurance (ED-Q) certification from the International Academy of Emergency Dispatch.
- TLETS Associate Trainer certification.

Salary Range

\$51,611-\$77,417