

## **TRAINING COORDINATOR**

### **NEW RIVER VALLEY EMERGENCY COMMUNICATIONS REGIONAL AUTHORITY**

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#### **GENERAL RESPONSIBILITIES**

Under the immediate supervision of the Operations Manager, the Training Coordinator oversees the agency's training, accreditation and quality assurance programs. The Training Coordinator must possess thorough knowledge of emergency communication operations to effectively evaluate and make recommendations for policy needs. Supervision may be exercised over subordinate personnel in the absence of the Operations Manager.

#### **ESSENTIAL FUNCTIONS**

- Manages training, certification, recertification, development and continuing education for communication center personnel.
- Manages all aspects of accreditation program and emergency medical dispatch program to ensure compliance.
- Manages all aspects of quality assurance program to measure performance based on agency standards.
- Establishes and maintains training program to include all supporting materials to meet agency training requirements.
- Reviews all trainee evaluations and makes recommendations for release or termination.
- Reviews standard operating procedures on routine basis and provides input for necessary changes or revisions.
- Conducts meetings with communication training officers as needed to review training program.
- Prepares and submits monthly or quarterly reports on training statistics and performance measures.
- Develop education and training materials for public education and conduct presentations for various groups or organizations.
- Conducts classes pertaining to dispatch activities or procedures at criminal justice academies.
- Recruits appropriate instructor(s) to teach subject matter, develops and monitors in-house instructors to assist in the training process.
- Fosters good working relationships with other public safety agencies and organizations.
- Conducts surveys with staff and other public safety agencies to determine training needs.
- Ensures compliance with DCJS training requirements and any other state mandated training.
- Performs dispatching duties as needed.
- Performs other related duties as assigned.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge and experience with the principles and procedures related to emergency communications.

Knowledge of the principles of adult educational methodology, supervision and personnel management.  
Knowledge of the geographic area for all member public safety agencies.

Ability to develop, plan, write and organize a training curriculum and make recommendations for policy and procedures.

Ability to plan and supervise the work of others and provide effective feedback and guidance.

Ability to communicate effectively both orally and in writing.

Ability to make accurate and quick decisions in emergency situations.

Ability to obtain and maintain certification.

Ability to obtain and/or maintain all required certifications such as DCJS Basic Dispatcher, Virginia Criminal Information Network/National Crime Information Center, Cardio Pulmonary Resuscitation, Emergency Medical Dispatch, and Virginia DCJS General Instructor.

Ability to maintain good working relationships with employees, other public agencies, and the general public.

## **EDUCATION AND EXPERIENCE**

High school diploma or equivalent required. Associate's Degree in public administration, business management, criminal justice, or a related field of study preferred. A minimum of five years' experience in emergency communications with two years at a supervisory level.