

**Northumberland County Department of Public Safety**  
**9-1-1 Communications Center**  
**9-1-1 Training Officer**

**Job Description**

<b>Job Title:</b>	9-1-1 Training Officer
<b>Department:</b>	9-1-1 Communications
<b>Reports To:</b>	9-1-1 Coordinator
<b>FLSA Status:</b>	Non-Exempt
<b>Approved Date:</b>	30 November 2000

**GENERAL SUMMARY:** Responsible for coordinating, developing, and maintaining the training of Emergency Dispatchers in the Northumberland County Department of Public Safety. Coordinates, develops, and presents training manuals and programs to staff. Responsible for the documentation and maintenance of training records, and certifications of staff. Work is performed under the supervision of the 9-1-1 Coordinator.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Coordinates, participates in and oversees the training of Emergency Dispatchers engaged in answering telephone and radio calls for emergency and non-emergency assistance, dispatching personnel and equipment to emergency incidents, assists with the training on various technical equipment utilized by Dispatchers to perform their duties and responsibilities; works with the Coordinator on training and to maintain certifications.

Assists the 9-1-1 Center Coordinator in developing and maintaining a training manual.

Responsible for documenting and maintaining all training records and certifications for Emergency Communications personnel; coordinates and schedules in-house training and re-certification classes; serves as the liaison between the Communications Center and outside agencies for training purposes.

Works with the 9-1-1 Center Coordinator to assign new employees to shifts; assists with the scheduling of Dispatchers to ensure full staffing 24 hours a day.

Attends training meetings, staff meetings, and conferences as assigned.

Monitors the progress of trainees and makes operational recommendations to the 9-1-1 Center Coordinator.

Coordinates basic training and continuing education for the department's Emergency Medical Dispatch (EMD) program.

Responsible for coordinating in-service training for Emergency Dispatchers and SOP/resource reviews.

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively to provide quality, seamless customer service.

Responsible for quality assurance of the (EMD) Emergency Medical Dispatching System and program.

Recommends budget needs and monitors expenditures; participates in the development of the departmental budget.

### **ADDITIONAL JOB FUNCTIONS**

May assume the role and responsibilities of a Shift Leader and/or 9-1-1 Center Coordinator in his/her absence.

Assists the 911 Center Coordinator with the electronic timekeeping system.

Performs other related work as required.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and / or ability required. Reasonable accommodations may be enabled individuals with disabilities to perform the essential functions.

**EDUCATION and /or EXPERIENCE:** Any combination of education and experience which indicates possession of the skills, knowledge, and abilities listed below. An example or acceptable qualifications for this position is completion of high school degree, or equivalent, the willingness to complete intensive in-service training and PEMA 9-1-1 Calltaker, Police, Fire, EMS and EMA certification requirements and have *three years* of local dispatching experience.

Knowledge of all radio dispatch principles, practices, and procedures used by Northumberland County 9-1-1.

Knowledge of Northumberland County geography.

Knowledge of Northumberland County departments and services rendered.

Knowledge of Northumberland County Health and Human services agencies.

Thorough knowledge of Northumberland County 9-1-1 Standard Operating Procedures.

Thorough knowledge of Northumberland County Computer Aided Dispatch procedures.

Thorough knowledge of Northumberland County field services terminology and procedures.

Ability to respond quickly and prioritize multiple calls and implement various procedures to ensure appropriate follow up.

Ability to recognize and interpret various codes and signals and take appropriate action.

Ability to demonstrate physical dexterity and repetitive motions to operate foot pedal, computer mouse, keyboard and telephone; sitting and operating a computer keyboard for extended periods of time; and ability to demonstrate hearing acuity to receive caller information and vision acuity to rapidly interpret multiple computer screens, call sheets, and other resource materials.

Ability to remain calm when responding to an angry, upset, or frightened person.

Ability to prepare and maintain accurate records.

Ability to speak plainly and clearly.  
Ability to type 20 wpm.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

\*Denotes the Telecommunicator must maintain and keep up to date throughout employment

\*\*Denotes must be completed during first year of employment\*\*

\* Certifications as a Telecommunicator – Grade 1

\* Certifications as a Telecommunicator – Grade 2

\* Certifications as a Telecommunicator – Grade 3

\* CPR Training

\* MPDS / EMD Certification (that program currently used by Northumberland County

911)

\* CLEAN and NCIC Scope Certification

\*\* Certified as APCO CTO Trainer\*\*

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.