



CLASSIFICATION NO. 871
Established: 6/18
FLSA: Non-Exempt
EEO: 5

PUBLIC RANGE TRAINING SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to perform retail sales and customer service activities for the Armory within the Public Safety Training Center; to provide classroom and indoor shooting range instruction and private lessons; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts search and rescue operations and operates the County jail and the Public Safety Training Center (PSTC). The Sheriff's jurisdiction includes the unincorporated areas of the County and within cities that contract for law enforcement services.

The Public Range Training Specialist assists in the operations of the Armory within the PSTC. Duties include retail sales, customer service and customer relations and providing trainings/lessons requiring the incumbent possess instructor certifications. Incumbents also perform support activities related to inventory control, records/statistics maintenance and tracking, and promotions of range activities.

The Public Range Training Specialist differs from the Public Range Supervisor who is responsible for supervision of regular and temporary staff and the day-to-day operations of the Armory. It differs from Range Training Officers and Range Safety Officers which are temporary jobs, typically part-time, that staff the Armory.

TYPICAL TASKS

1. Responds to customer service needs and operates point of sale transaction system; provides guidance and direction to new customers; orients, tests and instructs customers for safe use of indoor shooting range facilities and equipment; recommends appropriate trainings/courses; registers customers for classes; accepts and processes fees for range usage, memberships, targets, ammunition, and firearm rentals; answers customer service phone call and email inquiries.
2. Assists with PSTC customer relations and scheduling; calls, emails, and mails customers regarding class schedule updates and reminders, and membership renewals; informs temporary staff, trainers and coaches with schedule changes and requirements; schedules vendors for service and deliveries.
3. Promotes PSTC range activities; prepares and posts range promotions to social media sites; emails notifications to user groups and members; staffs trade show booths, events and competitions to promote the range; administers customer surveys to assist supervisor in program development.

4. Provides classroom instruction, range instruction and private lessons; uses approved instructional materials to conduct trainings in the safe use of firearms and firearms equipment in various environments; assists in updating and developing course curriculums and in evaluating new materials; maintains client records, participation, progress and completion; attends trainings and maintains certifications in order to meet the instructional needs of the PSTC.
5. Generates reports as requested for supervisor from point of sale transaction system regarding inventory requirements, monthly sales history and trends, class and program trends, maintenance requirements and other program level reports.
6. Ensures security and safety of armory ammunition and firearms; maintains general cleanliness of range counter, armory, public range and equipment and storage; cleans and maintains firearms; performs basic troubleshooting and repair; stocks display cases and shelves; opens and closes the Armory and firing range according to hours of operation; may receive ammunition deliveries.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Safety rules, regulations and precautions in the handling of firearms and ammunitions; range safety rules, regulations and practices in operating an indoor firing range; operating characteristics and maintenance requirements of typical hand and shoulder firearms; retail sales techniques and customer service skills; methods and techniques of classroom instruction and lesson plans; basics of curriculum development; office equipment, including computers and software programs; office practices, procedures and techniques; basic English composition, spelling, grammar, and punctuation; basic math and recordkeeping processes and techniques.

Skill to: Communicate effectively, both orally and in writing; meet and work effectively with a diverse public; maintain courteous and professional manner; teach firearm skills; follow directions, complete tasks and multi-task with minimal supervision; establish and maintain effective working relationships with other employees, external organizations, members, clients, and the public; operate office and computer equipment including digital camera and point of sales software; maintain accurate and complete records maintain applicable certifications; operate a forklift when receiving ammunition deliveries.

WORKING CONDITIONS

Duties require frequent standing, fine motor control, walking, sitting, stooping, bending, balancing, squatting, overhead reaching, and the ability to lift and carry up to 50 pounds, and push/pull 40 pounds. Duties also involve exposure to noise level requiring hearing protection, vibration, dust, fumes, lead, and chemicals.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- American National Rifle Association Certified Pistol Instructor Certification.
- National Rifle Association Range Safety Officer Certification.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Employment is contingent upon passing a post-offer physical assessment. Accommodation request will be reviewed on an individual basis in compliance with State and Federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Within six (6) months hire, must possess certification to operate a forklift.