

Douglas County Sheriff Office

JOB TITLE: COMMUNICATIONS TRAINING SUPERVISOR

Exempt: Yes

Pay Grade: E405

Approved/Reviewed by: Sheriff Darren Weekly

Job Type: 4059E

Department: Office of the Sheriff

Date: 01-10-23

The training supervisor is responsible for coordinating, planning, overseeing, and administering the Douglas Regional 911 Communications Center Training Program. Works with the Communications Manager to ensure that emergency, non-emergency, and administrative calls for service are answered and dispatched appropriately and efficiently by ensuring that employees have appropriate training, certifications, and resources. This position requires independent judgment, industry knowledge, and Douglas Regional-specific knowledge, including certifications, regulatory requirements for communications center employees. The Training Supervisor is responsible for creating the overall training programs for current and transitioning employees, as well as new hires.

Supervision Exercised: This position directly supervises new dispatch employees and the Data Support Specialist, to include assigning, directing, developing, and evaluating performance. Oversees the Communications Training Officer (CTO) program, indirectly supervising the CTOs, while in the capacity of training.

Supervision Received: This position reports directly to the Communications Manager.

Essential Duties and Responsibilities: (The following examples are illustrative only, and are not intended to be exhaustive):

- Coordinates and oversees program activities relating to new dispatcher training and the CTO program. Assists in selecting, training, motivating, and evaluating CTOs and other trainers/instructors. Establishes goals, objectives, and priorities for program and participants.
- Collaborates with and oversees CTOs in the review, development, implementation, and maintenance of dispatcher training standards and materials, including creation and updating of new hire courses and materials; CTO manuals; Daily Observation Reports (DOR) formats, benchmarks, and standard evaluation guidelines.
- Facilitates and coordinates dispatcher orientation, academies, and training. Coordinates CTO schedules for trainee assignment.
- Review daily observation reports for trainees and provides necessary counsel, recommendations, and suggestions, as needed.
- Works as part of the leadership team to recommend for adoption, develop, review, update, and implement policies, procedures, operating guidelines, technology, and staffing that are current, applicable and sustainable.
- Looks for trends or patterns in trainee progress to recommend and implement adjustments to the training program for individual trainees, including remedial training plans and/or expedited training processes.
- Responsible to keep all records and documentation on trainees until released from the

training program.

- Oversees the continuing education and in-service training of all dispatch personnel.
- Identifies training needs, coordinates, and implements training based on required certifications, QA/QI results, new or updated policies and procedures, and new industry trends and technologies.
- Develops, oversees, and plans all aspects of the new hire communications academies.
- Establishes training goals and objectives with Communications Manager, making recommendations on training topics, speakers, and other related items.
- Maintains and updates dispatch training files.
- Coordinates and facilitates all certifications and recertification.
- Collaborates with shift supervisors to ensure timely completion of required training and certifications.
- On-going reviews of current dispatch procedures, revising or improving them, when necessary, to meet existing quality standards.
- Coordinates, develops, and implements improvement plans with the Communications Manager.
- Point of contact for outsourced Quality Assurance/Quality Improvement (QA/QI) provider.
- Conducts QA/QI reviews for member agencies upon request.
- Attend conference, conventions, or other various meetings and trainings to stay up to date on trends in technical advances, training development, and policies and procedures.
- Performs scheduling duties for the emergency communications center, to include new hire and current dispatchers.
- Primary CBI Terminal Agency Coordinator (TAC)
- Performs related duties, as assigned.

General Skills Required:

- Ability to apply appropriate independent initiative, discretion, judgment, and organizational skills to a variety of projects, assignments, and situations.
- Establish and maintain positive and professional working relationships with command staff, managers, coworkers, other governmental jurisdictions, volunteers, and member agencies.
- Considerable knowledge of planning and conducting training in diversified fields.
- Effective written and verbal communication skills.
- Ability to write reports, business correspondence, and procedural manuals.
- Constructively give and receive feedback.
- Must have excellent interpersonal skills, and the ability to demonstrate diplomacy and credibility when interacting with others.
- Must possess a valid Colorado Driver's License.

Minimum Requirements:

- High school diploma or equivalent. Advanced education or training related specific to field preferred.
- Minimum of five (5) years of dispatching experience, two (2) consecutive years must be with Douglas Regional 911.

- Minimum three (3) years of supervisory experience preferred.
- Prior training experience required which can be a combination of communications training, adult education and/or instructional design.
- Current Public Safety Dispatching, Emergency Medical Dispatch (EMD), and EMD-Q certifications.
- Must have exceptional working knowledge of Tyler-New World Systems CAD and LERMS.
- Must have excellent working knowledge of equipment/systems used in the Communications Center.
- Knowledge of department policy and procedures, Communications SOPs, CALEA requirements, APCO and NFPA standards related to dispatch, and state and federal rules and regulations governing dispatch and 911.