

NEW CASTLE COUNTY GOVERNMENT

Number: 1072

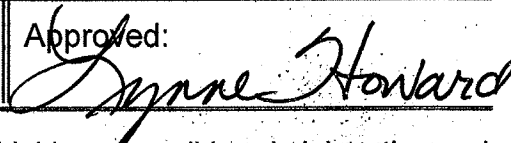
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CLASS SPECIFICATION

Date: 01/26/10

Title: TELECOMMUNICATIONS TRAINING
OFFICER COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: This position is a highly responsible administrative and operational position specializing in the development of training programs, supervising Communications Training Officers and promoting employee's career development; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for planning, organizing, actuating and controlling the effective and innovative delivery of training programs that ensures compliance with the department's policies and procedures. This employee actively promotes and maintains appropriate skills and knowledge of training issues and initiatives. Successful performance of work requires the use of considerable independent judgment and initiative in the day-to-day activities, Work is performed under the general supervision of the Assistant Chief of Emergency Communications or designee.

EXAMPLES OF WORK: (Illustrative only)

- Determines the competencies departmental staff must possess to effectively fulfill the department's mission and goals;
- Provides training and development opportunities, which are targeted to building the required competencies in a variety of subject areas;
- Works closely with departmental management and supervisory staff to develop self-sufficiency in employees utilizing current and innovative training techniques;
- Disseminates training information accordingly;
- Plans and develops automated and video programs for a variety of presentations;
- Plans, organizes, directs and evaluates the work of assigned support staff;
- Evaluates the effectiveness of employee development and technical training programs, which are administered by CTO; assists non-trainers in preparing presentations in specific program areas;
- Assists intact work groups to solve problems, model an effective service ethic, increase work group adhesion; develop more effective communications, develop a greater ability to work in teams as needed, to enable personnel within the Department to be effective and efficient in assisting customers and rewarding for department employees;
- Evaluates outside contractors and vendor-supplied materials, and administers trainer contracts;
- Conducts varied analytical studies; prepares reports, correspondence and a variety of written materials;
- Monitors developments in the human resources and employee development fields, evaluates their impact on department activities, and recommends policy and procedural improvements;
- Maintains accurate records and files;
- Identifies and recommends effective and innovative employee recognition tools and plans and organizes employee events;
- Analyzes operational problems related to employee competencies and recommends cost effective solutions;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.
- Makes appropriate notification for additional required resources;

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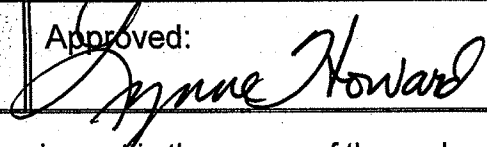
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Title: TELECOMMUNICATIONS TRAINING
OFFICER COORDINATOR

Approved:



- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of principles and practices relating to employee training and development; thorough knowledge of and proficiency in a variety of computer software programs; thorough knowledge of supervisory principles, practices and techniques used for transferring knowledge to others; knowledge of employee development and motivational techniques used to gain employee acceptance for new work methods and developing cooperative work practices; ability to identify training needs in a business setting; ability to develop, implement and coordinate training and development for Communication Training Officers and other personnel as required; ability to identify and assess long and short term training and employee development needs; ability to design and deliver effective training and development programs in a cost-effective manner;; ability to communicate effectively, both verbally and in writing; conduct effective training sessions, both in the classroom and in the worksite; ability to develop effective working relationships with others.

MINIMUM QUALIFICATIONS: Possession of a High School Diploma or GED and at least five (5) years experience in police, fire or medical communications to include at least two (2) years as a Telecommunicator II and an Associate's degree from and accredited college or university or an equivalent combination of experience, education or training directly related to the knowledge, skills and abilities.; Statewide Instructor Certification for Academies and Communications Training Officer; two (2) consecutive years of overall satisfactory performance evaluations and an overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion.

PREFERRED QUALIFICATIONS: Active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee.

ADDITIONAL REQUIREMENTS: Must maintain certifications in police, fire and emergency medical, protocols and a basic telecommunicator course to include the training officer course. May be required to pass a Class III County physical and psychological examination and background check.

HISTORY OF REVISIONS:
Established: 01/26/10