

9-1-1 TRAINER

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: 9-1-1 Center**REPORTS TO:** 9-1-1 Manager**CLASS SUMMARY**

Coordinates and administers training for new employees hired at the 9-1-1 Center and provides in-service training for current staff.

DISTINGUISHING CHARACTERISTICS

The 9-1-1 Trainer is a stand-alone classification. It is distinguished from other classifications by its responsibility of coordination training specific to the 9-1-1 Center.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises new workers until their training is complete and workers are transferred to vacant positions and units.
- Develops modules for skills and policy training.
- Instructs new employees in agency, state, and federal policy.
- Monitors and documents the performance of trainees and evaluate their progress.
- Conducts training of experienced staff in new or changed policy and/or skills development.
- Provides outreach to citizens, civic groups, and support organizations.
- Conducts hearings for appeals related to county and state programs, evaluate information and render decisions.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

None

KNOWLEDGE AND SKILLS

Knowledge of:

- Emergency dispatch procedures;
- Geography of county and municipalities served;
- Computer database systems;
- Telephone database systems;
- Basic math;
- County and municipal emergency agencies and services.

Skill in:

- Using computers and applicable software;
- Using various office equipment;
- Using radio dispatch equipment;
- Using multi-line telephone systems;
- Reading and editing maps;
- Remaining calm during stressful situations;
- Writing reports;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and two years of 911 telecommunicator experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the specific position as listed above.

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LICENSING/CERTIFICATION

Must have or be able to obtain the following certifications:

- Division/Criminal Information (DCI) Certification, within 6 months of employment;
- Emergency Medical Dispatch (EMD) Certification, within 1 year of employment (not applicable to addressing specialist);
- CPR certification, within 1 year of employment (not applicable to addressing specialist);
- Certification as a justice officer through the NC Sheriff's Education & Training Standards Commission, within 1 year of employment.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E08/09