

MAJOR FUNCTION

This is specialized technical and administrative work in developing, overseeing, and evaluating objective-based professional development programs for new recruits and trainees or all other levels of emergency communications dispatchers in the Consolidated Dispatch Agency (CDA). Work is performed under the supervision of the Professional Development Bureau Chief. Work is evaluated through conferences, observations, written reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Training: Serves as the Academy Specialist for the 232-hour 9-1-1 Public Safety Telecommunicator's Academy for all new Public Safety Communications Operators (PSCO's). Oversees the course syllabus, instructor selection and scheduling, course delivery, topic, instructor evaluations, academy process measurements, and cost management recommendations in conjunction with the Academy. Coordinates the initial EMD, EFD, and EPD classes to meet NAED certification requirements, including CPR. Coordinates with the CDA's liaisons to schedule and conduct ride-a-longs for recruits with field units and a tour of their respective headquarters. Registers trainees for the PST state examination and coordinates state examination re-takes as needed. Manages operation of the Communications Training Officer (CTO) program. Assist in providing training to CTO's that results in their achieving certification. Reviews and then discusses the CTO's Daily Observation Reports (DOR) and the Weekly Summary Reports (Weeklies) with CTO's and their shift supervisors to ensure they are being completed in an accurate and timely fashion. Analyzes trainee performance to base recommendations for establishing the compliance of active CTO's. Meets with CTO's on a regular basis to provide training, performance feedback, and to establish continuity in training throughout the program. Conducts training for new employees at the CDA's Back-up Center. Provides quality assurance reviews for both trainees and regular employees, making sure all employees are receiving the necessary training and feedback based on their review scores. Recommends and monitors the length of training for each position (call taker, fire, law radio, and teletype) and prescribes the type(s) of remedial training necessary for trainees who fail to meet or maintain established performance standards.

Professional Development: Oversees the assessing, planning, implementing, and evaluating of new employee orientation and continuing education programs to enhance the outcomes of public safety telecommunications. Coordinates the agency's certification efforts and compliance with the Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards and processes for Public Safety Communications. Serve as the point of contact for the Department of Motor Vehicles DAVID system. Serve as the Terminal Agency Coordinator (TAC) for the Florida and National Crime Information Center systems. Responsible for ensuring user compliance with CJIS policy and procedures as they relate to FCIC and NCIC. Assist with instructor selection for the 9-1-1 Public Safety Telecommunicator's Academy and proposes innovative training programs to stimulate learning and promote the professional development of experienced PSCO's. Provides feedback and makes recommendations to the Professional Development Bureau Chief regarding improvements and adjustments to the in-service programs. Develops and oversees discipline diversionary programs such as remedial training and performance improvement plans (PIP). Coordinates continuing EMD, EFD, and EPD education to meet NAED recertification requirements, including CPR. Develops in-service training for existing staff. Works with the Professional Development Bureau Chief to identify individual and systemic training needs. Coordinates training for the following teams: Shift Supervisors; and Critical Incident/Post Trauma Staff Support (CI/PTSS). Oversees the agency's Learning Management System (LMS) designed to facilitate efficient, secure, and systematic document storage and retrieval consistent with all applicable laws and in accordance with agency policies and procedures. Manages the agency members' training files including the

notification made to agency members of their state dispatcher certification status and priority dispatcher certification status.

Other Important Duties

Tests and evaluates Computer Aided Dispatch (CAD) functions and upgrades. Tests and evaluates the NAED software upgrades. Transfer highly technical information into clear and succinct training modules. May work with partner agencies on special events, airport exercise, Governor inauguration, etc.) Performs related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of policy and procedures for public safety dispatching. CAD and Priority Dispatch knowledge and proficiency. Ability to utilize adult educational practices and methods to develop, maintain and/or update detailed, organized and content valid training curriculum consistent with agency needs. Skills in delegating projects and tasks while maintaining responsibility for the outcomes. Ability to coordinate instructional materials, programs and/or courses in an organized, effective, and motivating manner including the use of instructional resources. Ability to effectively communicate orally, verbally and in writing with students, coworkers, supervisors and the public, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certification and two years of experience as a Public Safety Communications Operator. Must have successfully completed training on all four positions (call taker, fire dispatch, teletype, and law enforcement dispatch.)

Necessary Special Requirements

At the time of appointment must possess certification as a 9-1-1 Public Safety Telecommunicator as defined by the State of Florida Department of Health, Bureau of Emergency Medical Services and certification in Emergency Medical Dispatch, Emergency Fire Dispatch, Emergency Police Dispatch, and Florida Crime Information Center.

At the time of appointment, or within 60 days of appointment, must possess an instructor certification from the Association of Public-Safety Communications Officials (APCO).

Established: 07-01-16
Revised: 10-21-16
Revised: 02-19-19
05-25-22
05-25-25