

CLASS SPECIFICATION
Emergency Communications Training and Development Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, administers and participates in providing a variety of training and development services for the Bureau of Emergency Communications; manages and directs the training academy for emergency communications operators and trainees; assesses training and development needs and works with bureau managers to provide customized programs; oversees and participates in curriculum development and evaluation for the emergency communication operators; may provide internal organizational development consulting within the bureau; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Emergency Communications Training and Development Manager performs difficult, complex professional work in planning, coordinating, developing, instituting and evaluating specialized training and development programs for the Bureau of Emergency Communications. The incumbent ensures that required training standards are met for all employees and carries out difficult and complex responsibilities requiring a high degree of professional, organizational and interpersonal knowledge, judgment, skill and sensitivity.

The Emergency Communications Training and Development Manager is distinguished from other training and development analysts and officers by the incumbent's responsibility for supervising subordinate supervisors and directing the activities of a section responsible for specialized training, development and organizational improvement programs and services for the Bureau of Emergency Communications. The Emergency Communications Training and Development Manager is also distinguished from the Training and Development Manager classification by the Training and Development Manager's City-wide training responsibilities. In addition to the knowledge, skills and abilities required of Training and Development Officer positions; incumbents in this classification must also have knowledge of practices, standards and requirements associated with an emergency call-taking and dispatch center.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Supervises, directs and participates in developing bureau-wide strategies and initiatives to improve employee and organizational performance and effectiveness consistent with bureau's training and development goals and mission.

2. Plans, supervises and evaluates the work of assigned staff; with subordinate supervisors, develops, implements and monitors work plans to achieve the unit's mission, goals and performance measures; participates in developing and monitoring performance against the biennial unit budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
3. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.
4. Manages bureau academy and certification training programs for communication operators and trainees; oversees and participates in presenting on-the-job and classroom training; develops curriculum for academy and designs individualized training plans; develops materials for performance evaluation; provides for the training and development of staff responsible for training operators; ensures appropriate documentation and records are kept for each trainee or employee; participates in the development and implementation of recruitment strategies to ensure diversity of applicants; monitors performance, leave time and other issues and ensures issues are dealt with appropriately.
5. Assesses training, development and other organization improvement needs through consultation with managers and employees; determines appropriate training methods; develops training content using subject matter experts and designs training materials; develops and implements training plans; establishes and implements training evaluation and feedback criteria and processes; designs evaluation and survey instruments; conducts interviews designed to develop and refine organization and work unit effectiveness and interprets results; prepares evaluation reports; facilitates staff debriefings and problem-solving sessions; presents results to bureau managers and advisors.
6. Acts as the final training authority for the bureau; ensures employees are effectively trained to meet position and promotional opportunity standards; monitors training progress, consults with supervisors, and makes final decision on new employee certification, employee assignments, and promotional eligibility; determines when training standards are not met and when demotion or termination is required; oversees development of required continuing education courses and supervises the administration of certification credits.
7. Manages organizational development projects; determines issues that need to be addressed and works with bureau management to determine appropriate interventions.
8. Proposes and develops different approaches for training employees; assesses need for using a variety of training methods and prioritizes courses; conducts research and solicits advice from subject matter experts; designs methods and tools and prepares instructions for their use; collaborates with staff to pilot new methods and tools; facilitates debriefing of pilot training programs; revises and prepares documentation of new methods.

9. Develops, implements or participates in presenting simulation training.
10. Supervises and directs the delivery of training by coaches and instructors; trains coaches and instructors on effective training delivery techniques; monitors effectiveness of coaches and instructors; designs interventions to improve performance; designs and provides training for coaches to improve their skills.
11. Serves as project manager; oversees or performs project planning and development; administers terms and conditions of project contracts; evaluates consultant proposals, qualifications of bidders, and schedules; selects consultants; administers contracts for professional consulting services; oversees completion of project objectives and adherence to technical and administrative policies; assigns project resources; evaluates project costs and work progress.

OTHER DUTIES

1. Conducts analytical studies and prepares reports, correspondence and a variety of written materials.
2. Oversees the maintenance of records and files, including confidential files on individual training need assessments.
3. Designs and presents community education programs.
4. Researches curriculum design of other similar organizations; stays current in the latest concepts in adult educations and in emergency communication operator training.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices and techniques of training and instruction, particularly as related to adult development in an employer setting.
2. Emergency communications practices, regulations, standards and procedures including call taking, police dispatch and fire/medical dispatch.
3. Methods and techniques for conducting needs assessments and designing training programs.
4. Theory, principles, practices, techniques and tools applicable to organizational improvement analysis and improvement interventions.
5. Federal, state and local laws and regulations applicable to the administration of human resource training and development programs and employee relations practices.
6. Principles and practices of group facilitation.

7. Administrative principles and methods, including goal setting, program development and implementation.
8. Principles and practices of public administration, including reporting and maintenance of public records.
9. Research methods and data analysis techniques.
10. Trends in human resource program development, especially in the areas of innovative learning and development practices.
11. Modern organization and management principles and practices.
12. Basic labor relations principles and practices in a collective bargaining environment.
13. Research methods and data analysis techniques.
14. Principles and practices of business communication.
15. Operation of standard business computer software as well as Computer Aided Dispatch and simulation training software.
16. Principles and practices of effective supervision.
17. City personnel policies and labor contract provisions.

Ability to:

1. Analyze complex problems, evaluate alternatives and make sound, appropriate recommendations.
2. Exercise sound independent judgment and initiative within established guidelines.
3. Assess training, development and organizational improvement needs and design cost effective programs and approaches to meet needs.
4. Design and deliver effective training and improvement programs and interventions.
5. Coordinate and evaluate the work of multiple trainers and training providers.
6. Present proposals and recommendations clearly, logically and persuasively.
7. Prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials.

8. Interpret City human resource policies and procedures and applicable local, state and federal legislation.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
10. Establish and maintain highly effective working relationships with managers, supervisors, employees, committee members, union representatives and others encountered in the course of the work.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from a four-year college or university with major course work in public or business administration, human resources, psychology or a related field; five years of increasingly responsible experience in the design and delivery of employer-based training and development and/or organizational development programs and services including two years of experience as a coach or instructor for an emergency communication services organization; or the equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments. Certification by the Oregon Department of Public Safety as an Emergency Communications Operator Instructor or ability to obtain certification within one year of hire date. Positions may require additional certifications or licenses.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 10/26/11 – Class created from Emergency Communications Training and Development Officer
June 2009 - Change Job Class number from 7980 to 30000788, due to system change.