



**Santa Cruz Consolidated
Emergency Communications Center**

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS TRAINING SUPERVISOR

Class Purpose:

Under general direction, the Training Supervisor is responsible for providing training to dispatch employees engaged in public safety dispatching and emergency call-taking operations. Training programs include, but are not limited to, entry level, journey level, train the trainer, supervisory, continuous professional development and community education.

Distinguishing Characteristics:

The Communications Training Supervisor plans, develops and implements training curriculum for Public Safety Dispatchers who work in the Emergency Communications Center. Dispatchers receive routine and emergency calls and transmit messages via communications systems consisting of radio, E9-1-1 emergency telephone lines and data terminals which operate on a seven day, 24-hour basis. Incumbents report to the Support Services Manager who is responsible for the ongoing development and implementation of the operational and training policies, procedures and programs necessary to support the successful operation of the Emergency Communications Center. This classification is distinguished from the class of Operations Supervisor in that the latter is responsible for supervising, directing, coordinating and evaluating the work of dispatch employees engaged in public safety dispatching and emergency call-taking operations on an assigned shift. The next lower classifications are within the Public Safety Dispatcher series and include lead worker, journey level and trainee dispatchers.

Typical Tasks:

Ensure that assigned employees receive appropriate training and instruction as prescribed by the Authority training program.

Research, develop, coordinate and present Continuous Professional Training (CPT) to ensure that dispatchers maintain and enhance acquired knowledge and skills.

Research, develop, coordinate and present in-service training for dispatch, training, supervisory and User Agency personnel.

Plan, develop and implement training curriculum by involving staff and subordinates and by meeting deadlines and managing varied resources.

Administer mandated training to ensure National, State and local mandates are satisfied and accurately documented.



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Implement and manage Academy and Academy Instructor programs.

Facilitate team processes for creation, review and implementation of training curriculum.

Assist with the recruiting, testing and selection of personnel.

Participate as a Management Team member in researching, analyzing and evaluating the Center's overall performance in order to identify and recommend opportunities for system and operational improvements.

Assist in the development and implementation of special projects, programs and policies for the Center.

Act as liaison for User Agencies, as assigned, regarding policies, procedures and operational functions.

Attend relevant meetings.

Supervise, direct, assign work and evaluate the performance of subordinate staff.

Maintain personnel education and training records.

Prepare graphs, reports, statistics and other records.

Assist the Support Services Manager in the preparation and monitoring of the annual division budget.

Qualifications:

Considerable knowledge of:

- Principles and practices of instruction, training and coaching of adult learners.
- The operation of a public safety computer system, video display terminals, radio dispatching consoles, enhanced 9-1-1 telephone system and other associated public safety communications equipment.
- Principles and practices of supervision, training and quality improvement.



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- National, State and local public safety dispatcher standards and requirements.
- Center operational and training policies and procedures.

Some knowledge of:

- Primary roads, streets, highways, area, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.
- The general operations of fire, law enforcement, medical and other public safety user agencies.
- Federal Communications Commission laws and regulations applicable to radio-telephone operation.

Skill and ability to:

- Supervise, evaluate and direct the work of others.
- Provide instruction and training in a dynamic, energetic, comprehensive and professional manner.
- Interpret rules, regulations, policies and procedures to others.
- Prepare clear, concise and understandable written documents.
- Work closely with numerous and diverse organizations and personnel. Establish and maintain tactful and effective relationships with Authority and User Agency personnel, the public, and other representatives.
- Read, write, spell and speak in a clear and concise manner.
- Accomplish tasks in a controlled and competent manner while working under stress.



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Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school supplemented by college level course work in supervisory techniques, management, or public safety administration **plus four (4) years of public safety dispatching experience** within a police, fire, emergency medical or consolidated emergency communications center. Specific experience training dispatch personnel within a public safety agency is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid driver's license authorizing the operation of a motor vehicle in the State of California (within 30 days of employment) is required.

Other Requirements:

Must be willing to work day, swing, graveyard and rotating shifts, holidays and weekends.

Incumbents must successfully complete an Authority prescribed training course in Emergency Medical Dispatch (EMD) within 6 months of employment.



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ESSENTIAL/CRITICAL JOB FUNCTIONS

Typical Tasks:

The *Typical Tasks* are detailed in the Class Specification entitled *Public Safety Communications Training Supervisor* and are those duties that are essential to the function of this position.

Minimum Employment Standards:

Must be eighteen (18) years of age.

This is the minimum age for full time public employment.

Have the ability to hear and comprehend radio traffic and routine interpersonal communications with supervisors and dispatchers.

One of the reasons the position exists is to train Public Safety Dispatchers and Senior Dispatchers to perform these functions. In addition, the position must be able to hear and understand audio recordings of radio and telephone traffic in order to assess and determine the nature and sequence of events when researching, analyzing and coaching performance.

Have color vision adequate to determine various console lighting and color monitor displays.

Public Safety Dispatchers receive and dispatch calls for service by reading a color monitor and deciphering color-coded prompts. The position must have adequate color vision in order to assess and determine the nature and sequence of events when researching, analyzing and coaching performance.

Have the ability to read, write and speak clear and concise English.

The position must be able to read, write and speak in clear and concise English in order to instruct employees in the functions and on-going operations of the Center. The position must also be able to accurately communicate with all types of citizens and User Agency personnel in the delivery of training and community service information. The position must also review written documents and discuss operational needs and issues with Center staff and User Agency personnel.



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ESSENTIAL/CRITICAL JOB FUNCTIONS

Have legible handwriting.

Have the physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.

The positions primary responsibility is to instruct, train, coach, observe and analyze the work of dispatch employees engaged in public safety dispatch operations involving the safety of life and property, and the dispatching of suitable law enforcement, fire and medical resources and equipment. During time of emergency, the position will be required to assist in the handling of unforeseen situations or events. Mental stability is critical in fulfilling the responsibilities listed above. Physical and functional attributes of the Training Supervisor are listed under *Physical Requirements* in a following section of this document.

Have an ability to pass a comprehensive law enforcement background investigation.

Required due to the positions access to confidential law enforcement information.

Shall not have been convicted of any felony or any other crime which would prohibit Department of Justice approval for access to law enforcement information.

Required due to the positions access to confidential law enforcement information.

Licenses/Certificates:

Possession of a valid driver's license.

Approximately 15% of the time, a Training Supervisor will be required to drive to the public safety provider agencies and other local government entities within the County of Santa Cruz (Capitola, Santa Cruz, Watsonville and Scotts Valley) to discuss operational and training issues, procedures and policies. There is no staff available to drive the Training Supervisor. Due to geography and location of the general area, and the 24 hour nature of the service provided, transportation is reasonable only by automobile.



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Physical Requirements:

Strength.

Opening and closing file drawers; carrying stacks of computer print-outs and discs, files, records, and audio recordings; carry all types of office equipment and supplies from room to room and from the facility to an off-site location; rearrange chairs and tables in the Conference/Training Room and Emergency Operations Center (EOC) for drills, training exercises and disaster operations; be able to propel one's self between a desk, computer work station and files; be able to move about in a 15,000 square foot, single story facility throughout the day, or to various off-site locations throughout the County; stand behind and bend over dispatchers who are training on a dispatch terminal to provide assistance; stand for an extended period of time to provide instruction and training to several dispatch work stations and employees; stand and move about within groups in a meeting or training situation.

Flexibility.

Bend, reach and stoop to change and playback master audio recordings; bend over dispatchers to assist them with their work; twisting and reaching from a sitting or standing position to point out material on wall charts and wall boards; writing on wall boards mounted high enough on walls to be seen throughout the Training/Conference Room, the Center and/or Emergency Operations Center (EOC).

Coordination, stamina, movement and dexterity.

Assist in managing a stressful, long lasting major event within the Center; operate playback recorder controls in order to find an incident from a master recording; remain upright in a crowded meeting or training room; operate a CAD terminal; walking throughout and around equipment in the Center, Training/Conference Room, EOC and facility site; select proper buttons on telephone, radio and other communications devices; type on personal computer and CAD terminal.



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ESSENTIAL/CRITICAL JOB FUNCTIONS

Visual and hearing.

Read video display terminals, maps, charts, manuals, letters and documents; ability to operate a motor vehicle; observe the operations of the Center; observe employee and User Agency meetings or public groups; see wall displayed material; discriminate colors on a color coded CAD video display terminal; hear faint conversations on a master audio recording; hear dispatch staff members from within the Training/Conference Room, 2800 square foot Center and/or EOC; hear various levels of radio transmissions over console speakers, remote or recording devices in a noisy environment; hear audible radio traffic from select/unselect (left/right) speakers; determine type of primary radio, related control equipment, and telephone equipment alarms sounding by audio pitch; determine which telephone line is ringing by audio pitch.