

TARRANT COUNTY 9-1-1 DISTRICT
Job Description
Position Title: Lead Trainer

FLSA STATUS:	NON-EXEMPT	DEPARTMENT:	Support Services
LOCATION:	Tarrant County 9-1-1 Office		
REPORTS TO:	Director of Support Services		
DATE PREPARED:	October 2018		
APPROVED BY:	Shinar Haynes, Executive Director	DATE:	10/10/2018

ESSENTIAL FUNCTIONS:

The Lead Trainer facilitates the learning process through development, preparation, and presentation of subjects utilizing adult learning principles and on-going assessments that enable learners to build and maintain skills, enhance proficiency, and meet stated objectives. This position assists the Training and Development Coordinator (TDC) with the agency's training, instructor contracts, agreements, programs, facilities, and services that support professional standards and credentialing in the area of public safety emergency communications. The Lead Trainer is responsible for complying with policies, rules and procedures for programs undertaken by the District to acknowledge professional standards and benchmarks. This position assists the TDC with facility accommodations, supplies, student materials, training records, instructor evaluations, and instructor contracts. Other responsibilities include assisting the TDC with maintaining the training facility, establishing an annual schedule of class offerings (to include online training), maintaining registrations and registration files, maintaining TC9-1-1 Training website presence and content, submitting student hours to TCOLE for appropriate credit, contracting with qualified instructors, tracking and adapting training hours to meet industry certification standards, maintaining student records, printing and preparing class material, evaluating training content and learning objectives, evaluating instructors, attending meetings and conferences for professional and educational purposes and formulating budgetary recommendations to support the needs of the area of oversight. In support of the TDC, the Lead Trainer will assist with issuing payment requests to the Finance Manager when contractual obligations have been fulfilled and performing tasks specified by TCOLE for the Training Coordinator. The Lead Trainer will track industry standards for training at the various levels of public safety expertise impacting 9-1-1 emergency services and serves as the subject matter expert on Public Safety curriculum, certification and licensing. The Lead Trainer will fill in when a contract instructor is not available when applicable. The Lead Trainer will assist the PSAP Support Analyst and Operation Support Specialist in training tasks.

POSITION REQUIREMENTS:

- Plan, develop, review, revise, and implement training programs, policies, and procedures.
- Design, develop, and evaluate training in a classroom, through distance learning, or in an e-learning environment.

- Design and develop methods for assessing and evaluating training effectiveness.
- Identify long-range training goals.
- Monitor classes and instructors for TCOLE Compliance.
- Assist the TDC with tasks required for the Training Advisory Board.
- Assist the TDC with creating and maintaining various schedules, calendars, rosters and reports
- Assist the TDC with maintaining accurate files including lesson plans, learning objectives, sign in sheets, instructor biographical information and test outcomes.
- Assist the TDC in the preparation of the training budget.
- Maintain facility, open and prepare classrooms for use hours, and facilitate inspections as needed and required.
- Be familiar with various users' groups (Technical Operations Advisory Committee (TOAC), Training & Education Advisory Committee (TEAC), Radio Advisory Committee (RRAC)), and assist the TDC with determining specialized training and explore means and methods of filling these needs.
- Maintain current, readily available information about certification levels, standards and requirements.
- Facilitate workshops and meetings.
- Field work and travel between field work locations is necessary.
- Travel and attendance at multi-day conferences and meetings is required.
- Other job duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

- Customer Service orientation and attitude.
- Ability to apply and maintain compliance guidelines.
- Good interpersonal communications skills/receive and accurately convey information both oral and written
- Thorough knowledge of public safety communications training practices, methods, content, standards, statutory and regulatory requirements, and educational development practices.
- Knowledge of 9-1-1 operational procedures in general as well as knowledge of specific procedures, practices, and equipment utilized in 9-1-1 answering points.
- Ability to observe, analyze and assess results against established goals.
- General office computer software programs including but not limited to Publishing software, MS Word, Excel, Access and PowerPoint.
- Ability to work with PSAP personnel and operations team members.
- Work on multiple tasks at once.
- Knowledge of the internet and enterprise web tools.
- Ability to drive between job sites and possess a valid driver's license.

EDUCATION AND EXPERIENCE

- Valid TCOLE Instructor License or certificate

- Associate Degree in public safety, public administration, or emergency service related field or demonstration of equivalent job experience and skill set
- Experience in customer service and problem resolution
- Experience in oversight and evaluation of people and processes supporting specific outcomes
- Experience in preparing, storing and managing critical documentation and resources
- Experience in PSAP operations, emergency communications, or public safety functions.
- Experience in maintaining accurate records and tracking and documenting various activities
- Knowledge of State and Federal requirements pertinent to 9-1-1, 9-1-1 environments and 9-1-1 training.
- Experience with programs and process of the Texas Commission on Law Enforcement

CORE COMPETENCIES

1. **Responsive Customer Service** – Balancing interests of a variety of clients, readily readjusts priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients; achieves quality end products; is committed to continuous improvement of services. Listens, understands and meets customer (both internal and external expectations in timely manner).
2. **Integrity/Honesty** – Instills mutual trust and confidence; creates a culture that fosters high standards of ethics; behaves in a fair and ethical manner toward others, and demonstrates a sense of corporate responsibility and commitment to public service. Truthful, trustworthy, ethical and honest.
3. **Performance Excellence** – Creates and sustains an organizational culture which encourages others to provide superior levels of consistent high quality of service essential to high performance. Enables others to acquire the tools and support they need to perform well. Shows a commitment to public service. Influences others to a spirit of service and meaningful contributions to mission accomplishment. High ethics and standards, service oriented and “walks the talk”.
4. **Accountability** – Assures that effective controls are developed and maintained to ensure the integrity of the organization. Holds self and others accountable for rules and responsibilities. Can be relied upon to ensure that projects within areas of specific responsibility are completed in a timely manner and within budget. Monitors and evaluates plans; focuses on results and measuring attainment of outcomes. Responsible, timely, has high integrity, has developed effective controls, reliable and is personally invested.
5. **Technical Credibility** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise. Is able to make sound hiring and capital resource decisions and to address training and development needs. Understands linkages between administrative competencies

and mission needs. Understands subject matter, initiates developmental controls and specialized expertise.

6. **Creativity**– Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Innovative, cutting edge, flexible, effective solutions, adaptive problem solving.

FUNCTIONAL COMPETENCIES

1. **Interpersonal Skills** – Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
2. **Partnering** – Develops networks and builds alliances, engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders. Utilizes contacts to build and strengthen internal support bases
3. **Teamwork** – Encourages and facilitates cooperation with the organization and with customer group; fosters commitment, team spirit, pride, and trust. Develops leadership in others through coaching, mentoring, rewarding, and guiding employees. Actively participates in healthy debate and discussion sharing personal points of view and rational for individual thinking; once decision has been made only supports and owns the majority decision as if it were your own; doesn't undermine or second guess majority decisions after the fact.
4. **Continual Learning** – Grasps the essence of new information; master new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
5. **Effective Communications** – Makes clear and convincing oral presentations to individuals or groups; Expresses facts and ideas in writing in a clear, convincing and organized manner and listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.