



## JEFFERSON COUNTY 9-1-1 EMERGENCY COMMUNICATION DISTRICT, INC.

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### Job Announcement:

Jefferson County 9-1-1 Emergency Communications District is currently accepting applications for the position of Training Coordinator. Application, Job Description and Benefits package can be requested by contacting the Inez Oden at [odeni@jeffcoal911.org](mailto:odeni@jeffcoal911.org). If anyone has any questions, you may contact Executive Assistant Inez Oden at 205-783-1911 or Chief Operations Officer Lee Gaither at 205-783-1740. Applications and resumes must be received by close of business on Wednesday May 1, 2019.



## Jefferson County 9-1-1 Emergency Communications District Position Description

**Job Title:** Training Coordintaor

**Department:** Operations

**Date:** 04/2019

**Reports To:** Chief Operations Officer

**Status:** Non-Exempt

**SUMMARY:** Training Coordinator is responsible for all aspects of the agencies training and quality assurance programs under the direction of the Chief Operations Officer. The position selects, oversees, and evaluates the agencies Communications Training Officers. This position oversees all aspects of new Telecommunicator training recommends position assignment, counseling, end of training assignment and recommends release of non-performing trainees. This is a supervisory level position that is involved in the implementation of the agencies goals and objectives concerning training.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages all aspects of the training program under the direction of the Chief Operations Officer.
- Establishes and implements training standards and training evaluation criteria with the approval of the Chief Operations Officer.
- Responsible and accountable for completeness and accuracy of paperwork related to his/her position prior to completion of shift.
- Develops and maintains associated training materials and classes for Jefferson County 9-1-1 Emergency Communications District.
- Ensures all employees have current and required certifications and training.
- Manages all aspects of new Telecommunicator training.

- Coordinates training and shift schedule for Telecommunicators during their training with approval of the Chief Operations Officer.
- Determines when employees are released to full-time status or recommends release of non-performing trainees with the approval of the Director.
- Manages the Quality Assurance program to promote continuous operational improvement and adherence to standards.
- Compiles and evaluates statistical summaries of the reviews to identify areas of training and performance improvements.
- Seeks opportunities to streamline workflows and improve operational performance.
- Brings forward agency wide operational issues and helps develop solutions.
- Stays abreast of technologies and changes in 9-1-1 operations.
- Must have the ability to work cooperatively with supervisors, maintain excellent working relationships with all personnel and build effective relationships with other agencies.
- Required to complete monthly and yearly reports on training and present to the Jefferson County 9-1-1 Board of Directors.

**MINIMUM QUALIFICATIONS:**

- A minimum of 5 years of emergency communications experience with at least 3 years of Supervisory experience.
- A minimum of 2 years as a Training Officer or meet required certifications within (12) months of position placement.
- Must be able to pass background check
- Preferred Associates Degree in job related field.
- Current Alabama Driver's License

## **SPECIAL REQUIREMENTS:**

- Proven track record of developing training manuals and policies and procedures.
- Demonstrated experience instructing in a classroom and teaching one-on-one.
- Must be willing and able to adjust working hours as necessary to work with all shifts.
- Must periodically travel to conferences, conventions or other various trainings to stay up to date on trends in quality assurance, training development, and policy and procedures.
- Must be proficient in all aspects of Microsoft Office, especially Excel spread sheets.

## **STRESS FACTORS:**

Occasionally: Repetitive tasks, high pressure

Frequently: Intense tasks.

## **PHYSICAL REQUIREMENTS:**

Occasionally: Walking inside, carrying no greater than 25 pounds, kneeling, stooping, bending, and leaning. Walking up/down stairs.

Frequently: Hearing/listening, clear speech, touching, repetitive motions

Constantly: Sitting, seeing.

- Can have no emotional, mental, nervous, organic, or functional disorder likely to interfere with managing stressful emergency medical calls.
- Has visual acuity of at least 20/40 (Snellen) in each eye, with corrective lenses and a field of vision in the horizontal meridian not less than a total of 140 degrees. Ability to distinguish the colors on the computer screen and maps.
- Hearing must be adequate in the better ear for conversational tones without the use of hearing aids.
- The employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.
- The employee must occasionally lift and/or move 10 pounds up to 25 pounds.
- Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust forces.
- Due to the unpredictability of the essential job functions, it is not always possible to guarantee break and/or meal period. Therefore, there may be no physical condition that would prohibit him/her from working twelve (12) hours without a meal or break period (except for restroom breaks).
- Must be able to communicate clearly on the radio and telephone in English. Must be able to write in English.

**WORKING ENVIRONMENT:**

Occasionally: Extended day.

Constantly: Works alone, with and around others, face-to-face and verbal contact, Able to work inside.

Although the noise level in the work area is not at a high level, there are often multiple radio and traffic noises going on at the same time along with regular high-pitched beeping sounds and voices of co-workers handling calls.

**MENTAL REQUIREMENTS:**

Frequently: Analyzing, decision making.

Constantly: Simple reading and writing, high math and writing skills, clerical, memorization, perception/computation, problem solving, simple math skills, judgment, reasoning, prioritizing, multi-tasking.

**EQUIPMENT USED:**

Occasionally: stapler, sharpener, calculator.

Frequently: Telephone, cell phone, terminal, facsimile, computer/typewriter, keyboard, radio console/equipment, playback recorder

**UNUSUAL DEMANDS:**

- Employees are required to handle multiple tasks concerning emergency medical calls that are frequently life threatening or major health threatening to other individuals.
- Required tasks arise from spontaneous situations occurring most often without warning.
- Employees must interact with hostile and/or uncooperative individuals via telephone contact. They must interact with individuals who are confused and unclear.
- They must utilize the information they gather to make quick and accurate decisions regarding action needed.
- They must be able to take down information correctly under all types of adverse communications situations.
- Due to the unpredictability of this type of position, it is not always possible to guarantee meal and/or break periods.
- Due to the unpredictability of this type of position, the employee must be available for immediate recall in emergency or unusual situations and must be able to work extraordinary hours during times of disaster or threat of disaster.

**Jefferson County 9-1-1**  
**Salary Benefits Package for Training Coordinator**

**Salary:**

- Grade 24
- \$40,910.10 – \$66,727.30

**Benefit Package includes:**

- Health Insurance with BCBS Insurance of Alabama
- Retirement
- Simple IRA/457
- Vacation & Sick Leave
- Holidays
- Educational Assistance
- Training and Professional Development