

**CITY OF ROSWELL, GEORGIA**  
**CLASSIFICATION SPECIFICATION**

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|--------------|-------------|
| <b>Code:</b> | <b>P411</b> |
| <b>FLSA:</b> | <b>E</b>    |
| <b>WC:</b>   | <b>7720</b> |
| <b>PG:</b>   | <b>510</b>  |
| <b>EEO:</b>  | <b>2</b>    |

**CLASSIFICATION TITLE: COMMUNICATIONS TRAINING & QA MANAGER**

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**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to coordinate the planning, development, implementing and evaluating training programs for both new and veteran communications officers. This position would also manage the 911 center's quality assurance / improvement program which will include case evaluation reviews of medical, police and fire calls in accordance with the National Academies of Emergency Dispatch (NAED) standards. All functions will ensure compliance with CALEA, NAED, and APCO standards as well as local, state and federal regulations. The employee in this position reports directly to the Communications Manager and would serve as Manager in their absence.

**ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

Receives emergency and non-emergency calls; prioritizes calls; processes and/or transmits public safety information into the computer and dispatches law enforcement officers, animal control, firefighters, medical personnel, or emergency personnel; assists subordinate personnel in handling unusual or complex situations.

Assists callers in high stress situations, such as domestic violence, suicide, hostage calls, gives life-saving, pre-arrival instructions as well as maintaining patient care for those who are in need of medical assistance; communicates with caller on phone while logging radio traffic.

Enters data into, and obtains data from, the Georgia Crime Information Center (GCIC) network and the National Crime Information Center (NCIC) network, such as driver's license and automobile tag information; enters stolen, or removes recovered, vehicles and weapons in system; enters information on missing or located persons; confirms warrants for other jurisdictions through NCIC and GCIC.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established communications procedures, protocols, and GCIC/NCIC guidelines; initiates any actions necessary to correct deviations.

Manages and coordinates public safety emergency communication records, training, and continuing dispatch education (CDE) program development; provides orientation and training to personnel; organizes and collects personnel-related quality assurance, continuing dispatch education, and training records; works with Police Officer Standards and Training (P.O.S.T.) Council and assigned training officers of police/fire departments in relation to P.O.S.T. and State of Georgia Fire/EMS/EMD standards.

Coordinates with State of Georgia, P.O.S.T., and other designated oversight medical review entities regarding re-certification processes, including Basic 911, EMD, and overdue or anticipated certifications; coordinates and facilitates emergency medical dispatch (EMD) certification training; coordinates administration of written and practical examinations with State of Georgia and other designated oversight medical review entities.

Coordinates and facilitates all national, state, and local certification training relating to emergency communications. Coordinates career development of the 911 Center personnel ensuring compliance with P.O.S.T. and local mandated training requirements.

Plans, organizes, implements and evaluates a comprehensive training program to develop and enhance communications officer performance.

Develops and implements the training program for new communications officers to include minimum performance standards, goal-setting benchmarks, Daily Observation Reports (DOR's), Standard Evaluation Guidelines (SEG's), and training manuals to enhance the training program.

Develops and facilitates new communications officer orientation, coordinates training schedules and training officer assignments. Collaborates with CTO's to ensure timely completion and acquisition of required training and certifications.

Assists in selecting, training, motivating and evaluating Communications Training Officers (CTO).

Serves as administrative resource for CTO's and the Communications Manager in development, research and collection of new or updated training topics, methods and resources.

Develops and implements an in-service and advanced training program for communications officers and career development. Also develops and implements any training needs identified by the Quality Improvement Unit.

Develops and maintains a comprehensive training database.

Develops and distributes monthly and annual training reports. Maintains training and evaluation records to support various accreditation programs.

Coordinates the Emergency Dispatch programs for EMD, Fire and Police ensuring efficient and effective use of the Protocols and maintains compliance with the NAED standards.

Develops and implements the Quality Assurance and Improvement program based on standards set by the National Academies of Emergency Dispatch and the City of Roswell.

Serves as the primary Emergency Dispatch Quality Officer (ED-Q or just Q).

Lead the Quality Improvement Unit (QIU) that will review at least 3% of all calls for service for protocol compliance. Creates and distributes compliance reports to management and various committees.

Provides timely case review for EMD, police and fire, data evaluation and feedback to communications officers, management, medical review personnel and command staff.

Develops and leads the Dispatch Review Committee (DRC) – middle management working group that is responsible for the formal process of reviewing compliance reports generated by the QIU. This includes individuals, shifts and the entire center. These reports will be used for formal recommendations on continuing dispatch education and policy/procedure changes to the Dispatch Steering Committee.

Assists the Communications Manager in researching, developing and implementing policy and operational procedures for the Communications Center.

Research the need for consulting services with outside personnel with expertise in the NAED Protocols and quality improvement if deemed necessary.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.

Prepares, reviews, and approves a variety of reports, records, computer printouts, and worksheets for compliance with policies, procedures and accuracy; conducts presentations before community, business, educational, and civic groups on topics related to 911 and safety education.

Operates a computer, printer, radio console, facsimile machine, copier, calculator, multi-line phone, radio communications equipment, computer aided dispatch system, TTY/TDD system, headsets, weather computer, paper shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

### **ADDITIONAL FUNCTIONS**

Perform other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; minimum of eight years' experience in 911 communications including a minimum of two years in supervision Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Must possess and maintain the following certifications: P.O.S.T. Registered or Certified in Communications, Communications Training, Emergency Medical Dispatch, P.O.S.T. Instructor, GCIC/NCIC Operator, and CPR-First Aid for the State of Georgia. Any required certifications should be possessed or scheduled to be obtained within six months of employment.

### **PERFORMANCE APTITUDES**

**Specific Knowledge, Skills, or Abilities:** Requires thorough knowledge of communications equipment and local, state and federal regulations regarding 911 Center operations. Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position. Excellent oral and written communications skills.

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

**Human Interaction:** Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*