

## **COLUMBIA 9-1-1 COMMUNICATIONS DISTRICT POSITION DESCRIPTION**

### **Program Coordinator**

**Date Originally Prepared:** April 1, 2019

**Date Updated:**

**Position Title:** Program Coordinator

**Supervisor:** Operations Manager

**Supervision Exercised:** Position will primarily lead the coaching/training teams, monitor performance related issues/concerns and staff with oversight of the Operations Manager.

**Position Overview:** Responsibilities include but are not limited to: In processing of newly hired Communications Center staff, managing the District Communications Training Program, maintaining training records, ensuring recertification requirements are met, quality improvement program, provide input for employee evaluations, recommending staff for awards and recognition. This position is exempt and is not represented by the Collective Bargaining Unit.

This position works closely with the CAD Specialist to assist with specific CAD related training.

**Working Environment:** Work is performed at the Columbia 9-1-1 Communication Center and travels as necessary for meetings and training. This position shall also

**Qualifications:**

1. No Disqualifying Criminal History
2. Valid Driver's License and Proof of Vehicle Insurance
3. Education - High school graduate or equivalent
4. Maintain familiarity and qualification to work a Communications Specialist duty position. Must hold Basic Telecommunicator and Basic EMD Certificates
5. Experience – A minimum of five (5) years' experience in a communications center; or a combination of experience and training that would likely provide the required knowledge, skills, and abilities
6. Hold a valid Advanced Certificate in the State of Oregon
7. Completion of either FTEP or CTO training classes
8. Equipment used - Multiple computers with keyboarding minimum of 35 wpm, communication equipment, computer aided dispatch system, fax machine, 9-1-1 telephone lines, copy machine, and other equipment commonly used in a 9-1-1 Communications Center
9. Have a demonstrated ability in leadership and supervision
10. Ability to learn and implement District procedures, regulations and requirements with respect to 9-1-1 Center operations and organization

**Essential Job Functions:**

**Physical:**

- Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards

**Mental:**

- Must possess ability to remain calm in stressful environment of crisis & emergency events
- Must be able to demonstrate the ability to prioritize duties and complete duties timely
- Demonstrate innovative thinking by making necessary decisions and solve problems pertaining to 9-1-1 dispatching and training without supervision

**Job Duty Outline:**

**Mentor Communications Staff**

- Assist Operations Manager with creating and updating SOPs pertinent to floor operations/duties and ensure staff compliance via QI program.
- Make recommendations for personnel policies
- Provide input for coach and staff evaluations
- Provide coaching/direction to communications staff as needed
- Recommend personnel for awards and recognition
- Schedules and maintains training specific to collective bargaining unit staff, ensures annual certification requirements are met
- Tracks employee advancement eligibility and submits certification advancement packets
- Maintain Oregon DPSST certification and work console as needed, minimum (TBD) a month

**Scheduling for Communications Staff**

- Schedule communications staff for training events, ensure console coverage

**Together with Operations Manager, assist with Hiring Process for Communications Staff**

- Sits on Oral Board Interviews for new Communications Specialists
- In-processing for newly hired staff

**Additional Duties**

- Assist Operations Manager with Public Records Requests
- Participates in meetings with Physician Advisor and EMS Division Chiefs

**Manages Training Program for Communications Staff**

- Acts in the capacity of District Communications Training Officer; ensure the initial communications center training program is implemented effectively; ensure certification training is maintained and documented; assist employees with their training needs including scheduling continued training for communications staff, facilitating and hosting ongoing training
- Conducts trainer's meetings as necessary
- Oversees training, evaluates the process, making adjustments as needed
- Recommends termination of the training process when performance requirements are not met
- Ensures DPSST requirements are met