



COMMUNICATIONS TRAINING OFFICER (CTO)

VCCEA

BASIC FUNCTIONS AND RESPONSIBILITIES:

The CTO position encompasses all aspects of the Communications Officer I (Call Receiver) or Communications Officer II (Dispatcher) job description(s), respectively. This position provides a variety of training modalities, depending upon the training assignments, which range from one-on-one training, classroom instruction to curricula design and implementation. Under the direction of the Training Manager, this position has a direct impact upon the quality of the Center's delivery of public safety services including the application of policies and procedures and superior customer service to co-workers, customers, citizens and the public safety community.

ESSENTIAL FUNCTIONS:

- Effectively communicates training concepts, policies and procedures.
- Demonstrates responsiveness and attentiveness to the trainee in a professional setting, giving his or her complete and undivided attention to the trainee, never leaving the trainee unattended.
- Adjusts his or her method of approach and training style to reasonably accommodate the trainee and facilitate the learning process.
- Understands performance objectives and clearly articulates them to the trainee both orally and in writing in the Weekly Observation Reports (WOR's) or as needed.
- Provides the Training Manager or designee and Supervisor(s) with meaningful feedback regarding progress and potential trainee challenges.
- Demonstrates reliable and consistent attendance during training assignments.
- Participates and contributes to projects involving training goals, such as but not limited to: Daily Dose, development of presentations and scenarios for role playing, researching and producing audio-visual aids, updating and maintaining training materials as assigned and performing QA Evaluations.
- Models and maintains competence in his or her current position and remains in compliance with the Center's policies, procedures and training standards.
- Maintains a professional demeanor and appropriate professional relationships at all times while on duty or representing the Center.

INTERPERSONAL CONTACTS:

Contacts are made both inside and outside the organization. Internal contacts frequently include the Communications Officers, Supervisory staff and Administrative personnel. External contacts may include Center customers, outside vendors, governmental personnel, applicants and citizens. This position is representative of the Center and therefore it is critical that all interactions are respectful and professional. Interactions tend to focus on information exchange and the receiving and giving of procedural changes. A majority of external interactions are via telephone or electronic exchange.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Continued positive training model for trainees.
- Observation skills and an effective verbal and written feedback style.
- Objectivity in training and evaluating trainee(s) by effectively communicating performance concerns and strengths to the trainee, Supervisor(s) and the Training Manager or designee.

MINIMUM QUALIFICATIONS:

- Released from Phase IV in current position for at least one year.
- Meets Standards in all categories of most recent performance evaluation.
- Scored 80% or above in CE reviews during the last year.
- Completed all Daily Dose questions with a minimum of 90% accuracy (incompletes count as a failure).
- No active discipline within 12 months of the closing date of the application period.

FULLY QUALIFIED STATUS:

- 24 months from date of appointment to the CTO program:
 - WSCJTC 24-hour CTO Course
 - 40 ours Instructor Development Course
 - 24 hour Problem Based Learning (PBL) Course
 - Telecommunicator IV – Survival Communications

ONGOING QUALIFICATIONS:

Once fully qualified, an annual review will be conducted by the Training Manager or designee. Successful reviews will require the following conditions:

- Annual 20 hours or more of preparation, classroom delivery, instruction, one-on-one training, or QA Evaluations.
- Annual minimum of 8 hours in training classes related to instruction or, meetings or planning sessions of the Training Committee.
- A minimum Meets Standards overall rating on last yearly performance evaluation.
- Training assignment evaluations that reflect the required knowledge, skills, and abilities identified above.

PHYSICAL, SENSORY AND MENTAL DEMANDS:

- Light lifting, carrying and pushing objects weighing up to 15 pounds.
- Dexterity of hands and fingers to operate computer keyboard.
- Hands, fingers, eyesight and hearing coordination when listening and responding to emergency calls.
- Sitting for extended periods of time.
- Seeing to read and comprehend complex written materials.
- Hearing and speaking to exchange information in person, on the telephone, on the emergency radio and via computerized technology.
- See Appendix CTO - A.