



Title: **Training Program Generalist**
Division: Administrative Services
Reports To: Training Program Supervisor
Status: Part-time, Non-Exempt
Date: September 2023
Salary: \$31.25 – 37.98 Hourly DOE

PURPOSE:

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, public and private ambulance services in Chelan and Douglas counties.

This position is responsible for assisting the Training Coordinator with facilitation, tracking and management of training, to the whole agency. The position assists with organization, and coordination of training courses, curriculum and program content. This work assignment requires detailed knowledge of 911 public safety communications, CAD, and 911 phone systems. Work is conducted in an office environment, a classroom setting, or on the operations floor. Work is performed primarily during regular business hours, but the generalist may be scheduled to work weekends or evenings depending on training needs.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

The essential job functions of the Training Program Generalist include, but is not limited to effective and successful work performance in the following areas:

- Performs administrative support to the Training Coordinator
- Compiles, organizes, and maintains training databases, and various other lists and reports
- Assists with Training Program functions to include preparation, delivery and scheduling of training
- Preparation of academy materials; and updates training records
- Required to learn, use, and teach a variety of computer software programs
- Applies advanced Telecommunicator skills to assist with program development of training programs, QA/QI, and other initiatives and duties as assigned.

REQUIRED EDUCATION, KNOWLEDGE, SKILLS, AND EXPERIENCE:

- Minimum two (2) years as call taker and/or dispatcher in a 911 center
- CAD experience, Spillman preferred
- Proficient computer skills using relevant software programs such as but not limited to Microsoft Office Suite; experience using word processing, spreadsheets, databases; skills emphasis placed on Microsoft Word, PowerPoint and Outlook; ability to learn new computer programs and/or office technology.
- Must possess strong verbal and written communication skills; knowledge of the structure and content of the English language including the meaning and spelling of words and grammar; must possess strong ability to communicate in a clear, concise, and articulate manner
- Strong ability to organize information and materials
- Willingness and initiative to complete training to further knowledge, skills and abilities.
- Ability to set priorities and to plan and organize tasks; ability to accurately schedule events; ability to use resources effectively; ability to independently complete tasks on time
- Ability to maintain a high-level of confidentiality and work with a high-degree of discretion, reliability, dependability, trustworthiness, and sound judgement
- Ability to work and collaborate as part of a team; must be able to work with a wide range of individuals and different work styles
- Ability to maintain a professional personal presentation and remain poised and well-mannered when working in stressful situations and under pressure one on one or in a group (classroom) setting

- Ability to follow instructions properly; ability to understand and follow federal, state, and local laws and regulations
- Ability to travel out of town on short business trips from time to time

REQUIRED QUALIFICATIONS:

- Communications Training Officer training within three (3) months of hire
- United States citizenship or Permanent Resident Card
- Ability to communicate fluently in English, both verbally and in writing
- Valid Washington State Driver's License
- Certified or able to obtain the following certifications within one (1) year:
 - WA State Patrol ACCESS Level I and II
 - Telecommunicator I and II or equivalent
 - NIMS IS-100 and IS-700
 - Criteria Based Medical Dispatch
 - CPR
- Must be free of illegal and controlled substances for at least three (3) years prior to the date of application and for the entire term of employment; must remain free of any substances which might impair cognitive skills, driving ability, or ability to safely operate equipment during work
- Successfully complete and pass pre-employment testing including a thorough background investigation, credit check, and drug screening

PHYSICAL, SENSORY, AND MENTAL DEMANDS:

Work is primarily performed in an office environment while sitting at a desk and using a computer terminal. As a condition of employment, employees must be able to regularly and consistently meet the following physical abilities in the work environment in order to successfully perform essential job duties and other related duties as assigned.

- Must possess adequate hearing and visual acuity
- Must be able to tolerate stress and manage work in demanding situations
- Must possess adequate manual dexterity and ability to perform sustained and repetitive motions; must be able to move, bend, and grasp with fingers and hands
- Must be able to sit, stand, walk, bend, and reach; some work requires sitting in place for extended periods of time
- Physical exertion is required at times to move and lift office supplies; ability to lift, carry, push, and pull up to thirty (30) pounds
- Required to follow RiverCom Policies and Procedures
- Other physical, sensory and mental requirements as determined by management

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all-inclusive list of work requirements. Management has the right to modify this job description as determined to be necessary from time to time. This job description does not constitute a written or implied contract of employment. Employment is at will and at the sole discretion of the Executive Director.