



RiverCom 911
PO Box 3344, Wenatchee, WA 98807
(509) 662-4650 | www.rivercom911.org

Doug Jones
Executive Director

Job Description: Training Generalist

Division: Administrative Services
Reports To: Training Supervisor
FLSA Status: Full time, Non-Exempt
Date: May 2025
Salary: \$5,802.35 - \$7,052.80 Monthly 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 instructing the Telecommunicator Academy and assisting the Training Supervisor with facilitation, tracking and management of agency wide training. 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 Generalist include, but is not limited to effective and successful work performance in the following areas:

- Supports and upholds the organizations mission, values, vision, and goals in the development and delivery of training
- Develops, schedules, prepares coordinates and delivers in-house Telecommunicator training based on the needs of the organization
- Gather feedback from trainees after each training
- Ensures that training is prepared and delivered in compliance with applicable laws, set standards, procedures, and organizational objectives
- Performs administrative support to the Training Supervisor
- Develops, updates, organizes, and maintains training databases, and various other lists and reports
- Amending and revising program as necessary, in order to adapt to changes occurring in the organization
- Coordinate with the Training Supervisor the ongoing assessment of Daily Observation Reports
- Research, 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 training duties as assigned.
- Is assigned as the alternate to the Training Coordinate for the State E911 Program
- Attends meetings and conferences as needed



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- Maintains State Public Safety Telecommunication Certification
- Participate operationally in emergent situations only
- May be assigned to participate in, or provide assistance with Public Education activities

REQUIRED EDUCATION, KNOWLEDGE, SKILLS, AND EXPERIENCE:

- Minimum five (5) years as a telecommunicator in a primary 911 center
- Ability to demonstrate and articulate the organization's expectations for professional conduct. Comprehends and applies organizations policies and standard operating procedures.
- Adheres to federal, state, and local laws, regulations, and codes as appropriate
- CAD experience, Flex 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, accurately schedule events, use resources effectively, 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
- Supports and encourages the highest quality work product and the highest quality workplace team interaction
- 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
- Demonstrations proficient knowledge in operations including but not limited to, call-taking and radio dispatching, jurisdictional and geographical boundaries, and other related job duties
- Creates and fosters effective working relationships with all personnel, contract agencies, vendors, and the public
- Demonstrates comprehension and application of diversity awareness in accordance with written directives
- Proactively works to increase proficiency in skills related to scope of responsibility and works to demonstrate proficiency in assigned job tasks; maintains and develops skills and effectiveness as a trainer, instructor, and teacher; maintains adequate and up-to-date information, developments, and changes in the field of 911 and public safety communications
- Attends and participates in meetings and committees as assigned and represents the best interest of the organization
- Ability to travel within and outside of the state on a regular and intermittent basis, including overnight stays
- Maintains regular, dependable and punctual attendance
- Other training duties and projects as assigned

REQUIRED QUALIFICATIONS:

- Minimum of two (2) years acting as a Communications Training Officer (CTO) in good standing
- Certified or able to obtain the following certifications within one (1) year:



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- WA State Patrol ACCESS Level II
- Telecommunicator I and II
- State Public Safety Telecommunication Certification
- NIMS IS-100 and IS-700
- Criteria Based Medical Dispatch
- CPR
- For Internal Candidates Only:
 - Minimum of two (2) years acting as a Certified Training Officer (CTO) in good standing
 - Meeting Expectations or higher on the previous two (2) years of Performance Evaluations
 - No Corrective Action for the previous two (2) years
- United States citizenship or Permanent Resident Card
- Ability to communicate fluently in English, both verbally and in writing
- Valid Washington State Driver's License
- 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.

