



Job Description for:

Training / QA Manager

Salary Range: 823, M2
FLSA Status: Exempt, non-rep
Revised: 07/01/2009

Classification: Program Manager I **Reports to:** Dispatch Operations Division Manager
Division: Operations and Training **Supervises:** Training / QA Specialist

Job Overview

This position manages the Agency Training, Quality Assurance (QA) & Accreditation programs. Job responsibilities involve program management; training development, implementation and oversight; and quality assurance through coordination of performance standards and reviews and adherence to accreditation standards. Work is performed under general direction of the Dispatch Operations Division Manager.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Manage the full range of activities for the Agency Training, Quality Assurance and Accreditation program.
- Supervise program staff and Communications Training Officers in the program's work
- Manage Dispatch trainees from hire through completion of training and probation
- Establish and monitor program structure, staff assignments and resources
- Develop and implement policies, procedures, and job assignments
- Participate as a member of CRESA's management team
- Prepare and present information including staff reports, requests for proposal, decision packages
- Oversee work projects from inception to completion
- Provide information and assistance to other departments, outside agencies, and the public as necessary.
- Represent the Agency in forums such as service relationships and public presentations
- Identify and recommend improvements to program systems and procedures
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in quality assurance, training development, policy and procedures
- Participate as needed during emergencies, including emergency operations center activations
- Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.
- Performs related duties as assigned.

Qualifications

Minimum Qualifications

- Four years of progressively responsible experience in adult education, training development and/or quality assurance program management.
- Bachelor's degree in education, public safety / health, communications or a related field. A Master's degree in a related field may substitute for some of the required experience. Additional responsible program management experience may substitute on a year-for-year basis for the educational requirement.
- CRESA's *specific* equipment and/or procedural expertise is not a pre-requisite, though an incumbent must demonstrate sufficient knowledge and understanding of CRESA's operations and come up to speed quickly.
- Successfully pass pre-employment reference and criminal history checks.

Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the job will be considered.

Knowledge of:

- Public safety communications (police, fire and medical) principles, practices, techniques and technology
- Program management principles and practices, including research, analysis and development
- Relevant laws, regulations, policies, procedures, contracts, accreditation and training requirements
- Principles and practices of sound business communication and administrative technology

Ability to:

- Manage and direct agency training, accreditation and quality assurance programs and personnel
- Define issues, analyze problems, evaluate alternatives and develop sound and recommendations
- Organize, set priorities and exercise sound independent judgment within areas of responsibility
- Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
- Prepare clear, concise and comprehensive reports and materials
- Establish and maintain positive, proactive and professional working relationships at all levels
- Communicate effectively and present information clearly, logically and persuasively
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues

Physical / Sensory Requirements. The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range' ○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. • <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Daily	Important
	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sit.</i> Remain in seated position to accomplish work. • <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Daily	Very Important
	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. • <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Daily	Important
	Daily	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. • <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--