

Job Posting: Training & Quality Improvement Manager

Walker County Public Safety Communications Center (WCPSCC)

Location: Huntsville, Texas

Position Type: Full-Time

Application Period: Open Until Filled

Pay Scale: \$59,740 - \$87,933

About the Position

Walker County Public Safety Communications Center is seeking an experienced and motivated Training & Quality Improvement Manager to lead all training, quality assurance, and professional development initiatives for our 9-1-1 communications center. This role is essential to ensuring operational readiness, protocol compliance, and high-quality service delivery across call-taking and dispatch operations.

The ideal candidate brings strong instructional design skills, a deep understanding of emergency communications, and the ability to analyze performance trends and drive continuous improvement.

Key Responsibilities

Training & CTO Program Leadership

- Oversee the Communications Training Officer (CTO) program.
- Train, mentor, and evaluate CTOs and training personnel.
- Review Daily Evaluation Reports and trainee performance trends to guide training adjustments.
- Ensure consistency in training delivery, documentation, and evaluation standards.

("Trains, mentors, and evaluates CTOs...")

Quality Assurance & Improvement

- Administer the Quality Improvement Unit (QIU) for call-taking and dispatch, including EMD, EFD, and EPD.
- Supervise and develop ED-Q / QA evaluators.
- Conduct call reviews, case evaluations, and protocol compliance assessments.
- Identify performance trends, potential liability issues, and areas needing remedial training.

("Conducts call reviews, case evaluations, and protocol compliance assessments.")

Program Administration

- Maintain accurate training and QA records and certifications.

- Prepare reports, analyze data, and recommend program improvements.
- Assist with budget planning, training contracts, and instructor recruitment.
- Coordinate staffing needs related to training assignments.

Leadership & Interagency Collaboration

- Represent WCPSCC in meetings, committees, and interagency initiatives.
- Support accreditation efforts (IAED/NAED) and compliance with industry standards.
- Assist in developing and implementing operational procedures and protocols.
- Serve as a resource for employee or citizen concerns related to training or QA.

("Represents the communications center in meetings, committees, and interagency collaborations.")

Minimum Qualifications

Required

- High school diploma or GED.
- Four or more years of experience as a telecommunicator, including training, QA, or supervisory experience.
- Ability to obtain/maintain:
 - TCOLE Basic Instructor License (within first year)
 - TCIC/TLETS Full Access
 - TDD/TTY Training
 - CTO Certification or equivalent
- Experience with EMD and EFD protocols.
- U.S. citizenship and strong English communication skills.
- Completion of a supervisor or management training course.

Preferred

- Associate degree in Public Safety, Education, Public Administration, or related field.
- Advanced TCOLE Telecommunicator Certificate.
- DPS TCIC/TLETS Associate Trainer.
- CPR Instructor certification.
- Emergency Dispatch Quality Improvement Specialist certification.

Knowledge, Skills & Abilities

- Strong understanding of emergency communications operations, CAD systems, and public safety procedures.
- Expertise in adult learning theory, curriculum development, and instructional design.
- Ability to analyze performance data and implement effective training or QA interventions.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft 365, LMS platforms, QA software, and instructional technology.
- Strong time management, problem-solving, and decision-making abilities.

Working Conditions

- Work performed in an emergency communications center, office, and classroom environment.
- Extended periods of sitting or standing; use of computers and instructional equipment.
- Occasional lifting up to 35 lbs.
- May require travel for training, conferences, or interagency coordination.

How to Apply

Interested applicants should submit a completed county application, Personal History Statement, résumé, and supporting certifications by mail or email to:

Anthony J. Tryon, ENP
Communications Director
Walker Co. Public Safety Comm. Cntr.
717 FM 2821 Rd W, Ste 100
Huntsville, Tx 77320
936.435.8011
936.435.8012 fax
atryon@co.walker.tx.us

Applications will be reviewed on a rolling basis until the position is filled.