

WALKER COUNTY
WCPSCC – TRAINING & QUALITY IMPROVEMENT MANAGER

SUMMARY OF POSITION:

The Training & Quality Improvement Manager is responsible for planning, developing, delivering, and evaluating all training and quality assurance programs within the Walker County Public Safety Communications Center. This position oversees new-hire academies, continuing education, the Communications Training Officer (CTO) program, and quality assurance processes for call-taking and dispatch in accordance with IAED, APCO, NFPA, and state regulatory requirements.

The Manager ensures training consistency, operational readiness, protocol compliance, and professional development for all personnel. The role requires strong instructional design skills, expertise in emergency communications operations, and the ability to analyze performance trends, recommend improvements, and support accreditation and compliance efforts. Work is performed with considerable independence and requires sound judgment, collaboration, and effective communication across multiple agencies and stakeholders.

- **SOURCE OF SUPERVISION**

Reports to Director of Public Safety Communications

- **RESPONSIBILITIES & DUTIES:**

COMMUNICATIONS TRAINING OFFICER (CTO) PROGRAM OVERSIGHT

- Assists in selection of CTOs
- Trains, mentors, and evaluates CTOs and other training personnel.
- Reviews Daily Evaluation Reports (DERs), trainee evaluations, and performance trends to identify strengths, deficiencies, and training adjustments.
- Provides coaching and feedback to CTOs and supervisors regarding trainee progress and training effectiveness.
- Ensures consistency in training delivery, documentation, and evaluation standards.

QUALITY ASSURANCE & IMPROVEMENT

- Administers the Quality Improvement Unit (QIU) for call-taking and dispatch, including EMD, EFD, and EPD protocols where applicable.
- Supervises and develops ED-Q / Quality Assurance Evaluators
- Conducts call reviews, case evaluations, and protocol compliance assessments.
- Identifies performance trends, potential liability issues, and areas requiring remedial training or policy updates.
- Prepares QA reports, participates in QA/QI committees
- Collaborates with EMS, fire, law enforcement, and other partner agencies to support system-wide quality improvement.
- Supports accreditation efforts (e.g., IAED/NAED) and ensures compliance with industry standards.

PROGRAM ADMINISTRATION & COORDINATION

- Maintains accurate training and QA records, certifications, and documentation in accordance with retention requirements.
- Prepares reports, analyzes data, and recommends improvements to training and QA programs.
- Assists with budget development, training contracts, instructor recruitment, and resource management.
- Coordinates staffing needs related to training assignments and communicates with supervisors to ensure adequate operational coverage.

ADMINISTRATIVE & LEADERSHIP RESPONSIBILITIES

- Represents the communications center in meetings, committees, and interagency collaborations.
- Responds to employee or citizen concerns related to training or QA in the absence of supervisory staff.
- Supports special projects, operational initiatives, and executive leadership as assigned.
- Assist in the development and implementation of procedures governing call reception, call processing, call screening, dispatch protocols and TLETS/NLETS operations.
- Provides recommendations to the Director regarding personnel job duties and expectations.
- Maintain liaison with the W.C.P.S.C.C. Executive Board, Advisory Board, related emergency service organizations, H-GAC E911 personnel, elected officials, staff and the public.
- Attends scheduled specialized training courses, conferences, and professional development opportunities.
- Maintain thorough knowledge of Center rules, directives, regulations, SOPS, policies, geography, FCC regulation, E911 procedures, and applicable the laws.
- Other related duties as assigned by the Director.

• **MINIMUM QUALIFICATIONS, ACCEPTABLE EXPERIENCE & TRAINING:**

The Director maintains complete discretion of the appointment to this position.

REQUIRED

- High school diploma or GED required
- Four or more years of experience as a telecommunicator, with experience in training, QA and supervision or a combination of public safety training experience.
- Ability to obtain/maintain:
 - TCOLE Basic Instructor license (within first year)
 - TCIC/TLETS Full Access certification
 - TDD/TTY Training
- Communications Training Officer Certification or equivalent
- Experience with Emergency Medical Dispatch and Emergency Fire Dispatch protocols
- Must be a U.S. Citizen
- Must communicate effectively in English, both orally and in writing.
- Must successfully complete a supervisor or management-training course.

PREFERRED

- Associates 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**

- Knowledge of emergency communications operations, protocols, CAD systems, and public safety procedures.
- Understanding of adult learning theory, curriculum development, instructional design, and evaluation methods.
- Ability to analyze performance data, identify trends, and implement effective training or QA interventions.
- Strong written and verbal communication skills, including report writing and presentation abilities.
- Ability to plan, organize, and manage multiple projects simultaneously.
- Proficiency with Microsoft 365, LMS platforms, QA software, and instructional technology.
- Ability to establish and maintain effective working relationships with staff, supervisors, and partner agencies.
- Strong time management, problem-solving, and decision-making skills.

• **WORKING CONDITIONS**

- Work performed in an emergency communications center, office and classroom environment.
- Requires extended periods of sitting or standing, use of computers and instructional equipment, and occasional lifting up to 35 pounds.
- May require travel for training, conferences, or inter-agency coordination.

SIGNATURE – REVIEW & COMMENT

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.


Chairman

Vice-Chairman

Date

Board Member


Board Member

2.4.2026
Date


Board Member


Board Member

2/4/2026
Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the Executive Board as the needs of the Center and requirements of the job change.

