# Administrative Manager

**Grade: 10**

**FLSA: Exempt**

**Date: 1/23**

**Job Summary:** Manages the Department of Emergency Services Training Program and assists in the coordination, delivery of agency-wide training and quality assurance function, responsible for monitoring the emergency communications specialists' compliance to emergency fire, medical, and police protocols and coordinating and/or conducting appropriate training programs for quality improvement and management; development, implementation and oversight of training plans, curriculum and courses of study, program reporting, evaluation, and records maintenance, oversight of quality assurance programs ensuring required training for dispatchers, call takers, communications training officers (CTOs), agency instructors, supervisors and other staff critical to overall program success. Work is performed under direction of the Deputy Director of Emergency Services.

**Essential Functions:**

1. Manage the full range of activities for the Operations training program;
2. Oversee training program certifications;
3. Ensure training program practices and materials adhere to agency accreditations and certifications;
4. Supervise Communications Training Officers in the program’s work;
5. Manage the training activities for new Emergency Services personnel from hire through training and probation;
6. Establish and monitor program structure, assignments and resources;
7. Develop, implement and facilitate training plans, lessons, course objectives and tests;
8. Develop and implement policies, procedures, and job assignments;
9. Maintain training records and compilation of continuing education requirements for certification programs;
10. Prepare information including reports, proposals, and other related program correspondence;
11. Oversee work projects from inception to completion;
12. Provide information and assistance to other departments, outside agencies, and the public as necessary;
13. Coordinates and completes background investigations pertaining to Emergency Services candidates.
14. Manages employment testing programs to include researching materials needed for testing.
15. Coordinates the hiring process by coordinating the scoring of job applications, scheduling interviews, convening interview panels, and participating in interview panels.
16. Serve as the Terminal Agency Coordinator for Maryland Electronic Telecommunications Enforcement Resource System (METERS/NCIC)
17. Represent the Agency in forums such as service relationships and public presentations; oversees public outreach events, initiatives and programs.
18. Identify and recommend improvements to program systems and procedures;
19. Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in technical advances, training development, policy and procedures;
20. Participate as needed during emergencies, including emergency operations center activations; supports County Public Information efforts by acting as a key department member assisting the department Director when disseminating information concerning and during emergency situations.
21. Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.;
22. Ability to establish and implement cohesive communication and public releations strategies and plans on an institutional basis.
23. Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community.
24. Ability to write executive-level communications for internal and external audiences.
25. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed basis;
26. Instruct entry level department employees so that they may effectively perform the duties of their position;
27. Research and develop comprehensive and certifiable training programs;
28. Maintain the various training programs and/or manuals specific to each division in emergency services.
29. Perform consistent case evaluations on a minimum of 3 percent of calls requiring protocol usage, and with supervisory assistance, provide timely feedback to staff regarding their individual protocol compliance;
30. Compile, prepare and distribute periodic reports detailing Emergency Medical, Fire and Police Dispatch departmental protocol compliance rates;
31. Provide documentation to Supervisors and Assistant Supervisors regarding Public Safety Dispatcher protocol compliance for evaluation purposes;
32. Assist with maintaining current Emergency Medical, Fire, and Police Dispatch protocol card sets for instances in which the protocols software is inaccessible;
33. Serve as liaison to committees, agencies, and organizations that arc associated with training and quality assurance /quality improvement, as deemed appropriate by the Director;
34. Update records of Emergency Services personnel continuing dispatch education, in-service training, state and national certifications and recertification's;
35. Maintains appropriate recruitment and selection material (applications, reports, records, exam results, etc.);
36. Coordinate and/or provide public education relating to emergency communications on behalf of the department;
37. Attend various communications-related meetings, for the purpose of providing Emergency Medical, Fire, or Police Dispatch protocol or training information, as assigned by the Director;
38. Provides support to the Director, Deputy Director and other Division Managers in personnel matters as needed and may be called upon to perform their supervisory duties in their absence.
39. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Working knowledge of National Incident Management System (IMS/ICS) and valid certification in cardiopulmonary resuscitation/AED.
2. Extensive knowledge of local, state and national laws and standards as they apply to the field of public safety emergency training and quality assurance.
3. Proficient in use of computer applications (spreadsheets, word processing, Email, etc.)
4. Knowledge of organizational and personnel management, with ability to effectively train and direct the work of others.
5. Ability to gain thorough knowledge of St. Mary’s County Government policies and procedures;
6. Knowledge of principles and practices of law enforcement and corrections work;
7. Ability to interpret and apply policies, rules and regulations of the Department of Emergency Services;
8. Ability to perform in the areas of curriculum planning, evaluation and scheduling as well as development of lesson plans and course objectives;
9. Ability to multi-task and prioritize work;
10. Ability to establish and maintain accurate records;
11. Ability to operate relevant computer systems, including hardware and software and simple office machines;
12. Ability to effectively communicate with other staff members;
13. Ability to coordinate, advise, and maintain effective working relationships with other professionals;
14. Ability to maintain strict confidentiality in all matters pertaining to the department;
15. Ability to prioritize and multitask;
16. Ability to work independently complete assigned tasks accurately and in a timely fashion;
17. Ability to use available resources to research information;
18. Ability to prepare and maintain accurate records;
19. Ability to operate relevant computer systems, including hardware and software, and simple office machines;
20. Knowledge of overall functions of and resources in County Government and other available resources for citizens.

**Education and Experience:**

1. Bachelor's degree from an accredited college or university with major course work in Business Administration, Fire Science, Administration of Justice, Emergency Services, Education or related field. Comparable education. training, and experience in adult instruction, public education, and/or quality assurance with at least two (2) years of experience relating to emergency communications. Supervisory experience is desirable;
2. Minimum of five (5) years’ experience in the research and development of curriculum,

 formulation of lesson plans and course objectives;

1. Or equivalent technical training, education, and/or experience.

**Additional Requirements:**

1. International Academies of Emergency Dispatch (IAED) Emergency Medical, Fire, Police Dispatch Certification;
2. IAED EMD-Q, EFD-Q, EPD-Q Certification (trained by IAED to be a certified case reviewer in all three discplines);
3. Association of Public Safety Communication Officials (APCO) Communications Training Officer (CTO) Certification;
4. APCO CTO Instructor Certification;
5. Center Manager Certerticaiton Program through the National Emergency Numbers Association.
6. Cardio-pulmonary resuscitation (C.P.R.) Certification through the Amerian Heart Assocation.
7. Other Certifications required by statute;
8. Successful completion of METERS/NCIC certification, International Academies of Emergency Dispatch certifications in Emergency Telecommunicator, Police, Medical and Fire Dispatch and related Quality Assurance certifications within one (1) year of appointment.

**Physical and Environmental Conditions:**

Work requires no unusual demand for physical effort.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date