



Learning & Development Coordinator

Department: Public Safety / Communications Center

Revised: March 2026

DESCRIPTION:

This position develops, manages, and delivers training for emergency dispatchers, overseeing new hire onboarding, ongoing skill development, and quality assurance (QA/QI) to ensure compliance with State/National standards (IAED/APCO), focusing on protocols, technology, and policy, to improve emergency response quality and efficiency.

KEY RESPONSIBILITIES:

- Curriculum Development – Creates training materials for new hires and experienced staff on call-taking, dispatching, systems (phones, CAD) and emergency protocols (Fire, EMS, Police).
 - Develops training programs, training manual, and objectives for new hires and coordinates in-house training and continuous education programs for Communications Center.
- Instruction and Facilitation – Delivers classroom training, manages schedules, and provides orientation.
 - Trains new hires on effective phone techniques, Fire, EMS, and Police procedures, and operation of multi-channel computer consoles.
- Quality Assurance (QA/QI) – Oversees the review process for calls, monitors performance, and identifies areas for improvement based on standards like Priority Dispatch.
 - Issues dual written evaluations in which trainee evaluates own progress and gives feedback on training received simultaneously with getting feedback on progress.
- CTO Program – Manages the Communications Training Officer program, coaching new trainees.
- Policy and Compliance – Ensures adherence to State/Federal laws and County policies, tracks certifications (APCO, IAED), and manages accreditation requirements.
- Reporting – Submits reports on training progress and compliance.

REQUIRED SKILLS:

- Strong understanding of emergency dispatch principles, adult education, and leadership.
- Familiarity with IAED, APCO, and other industry standards.
- Excellent communication, presentation, and organizational skills.
- Critical thinking and ability to maintain composure under extreme pressure.
- Technical Proficiency: Mastery of specialized software, including Computer-Aided-Dispatch (CAD) systems, Geographic-Information-Systems (GIS), and teletype/radio equipment.
- Certified in or ability to attain key certifications such as:
 - APCO Instructor Certification
 - Emergency Dispatch Quality Assurance (ED-Q) from IAED
 - NENA Center Training Officer (CTO)
 - CPR and First Aid Instructor

WORKING CONDITIONS:

- This position is a member of the Department's leadership team and as such, must carry a pager and participate in an on-call schedule.
- Required to be available during emergency situations and attend night meetings when assigned.
- Training done mostly at the center, with occasional trips to different County locations for educational purposes.

JOB REQUIREMENTS:

- Associate's degree or higher in Communications, Emergency Management or other field closely related to the position, or Public Safety or 4 years related experience.
- Training, education, and experience in municipal government and Communications Center is desirable.
- Ability to communicate complex technical and regulatory matters effectively and courteously with regulated or uniformed parties; plus, public speaking and written skills required, and ability to effectively use graphics.
- 2 years in supervisory or CTO capacity preferred.
- Proficiency with computer systems (preferably current Windows and GIS software) and working familiarity with related office equipment.
- Current valid Pennsylvania driver's license and personal vehicle needed for work-related use.
- Must submit to and pass a drug screening and hearing test per County policy.
- Must submit to an extensive background and criminal history check and must be fingerprinted and sent into the FBI Identification Division through the State Identification Bureau.

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer**This Organization Participates in E-Verify****Esta Organización Participa en E-Verify**