

JOB DESCRIPTION

EXTERNAL

County of York



Regional Training Center

Training Center Operations Coordinator

Status: Full-time

FLSA: Exempt

Salary: \$62,000 - \$68,000

Reports to: Director — Reg. Train. Ctr.

JOB SUMMARY

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

The Training Center Operations Coordinator is responsible for assigned daily operations within the York County Regional Training Center. The Training Center Operations Coordinator coordinates daily operations, schedules programs, instructors, and activities, assists with training program administration, facilitates the delivery of training and instruction, provides support for different educational methodologies, provides supervision and management for activities, programs and operations, manages operational and instructional records, manages relationships with and serves as Center's point of contact for students, instructors, partner agencies, and the public, and works on projects assigned by the Training Center Director.

SUPERVISION RECEIVED AND EXERCISED

Works under the general supervisor of the Director of the Regional Training Center or designee, who provides guidance on conformance with established rules, regulations, federal and state laws, as well as all county financial policies. Supervises training center hourly employee within the Regional Training Center office. May be county point of contact of student staff.

KEY RESPONSIBILITIES

1. Responsible for assigned operations, programs, and activities at the Training Center.
2. Provides clear direction and guidance to team members. Monitors hourly employees' performance and productivity and provides feedback to specific department managers.
3. Reviews and manages schedules for programs, instructors and activities; provides related administrative design, management, and oversight, including making necessary or requested adjustments to same.
4. Facilitates the delivery of training and instruction, provides guidance and assistance to instructors on the beneficial use of training aids and materials, and assists in the preparation of same on an as needed basis.

5. Provides varying levels of support for different training methodologies being employed by instructors at the Center, including the provision of information technology, audio visual, artificial intelligence, and web-based reviews, enhancements, support, and related services.
6. Assistance to instructors in the delivery of course content as may be requested from time to time. This may include didactic or psychomotor instruction, proctoring exams, or other assistance pertinent to instruction.
7. Manages enrollment process including course registrations, withdrawals, confirmations, and related communications.
8. Maintains equipment inventory and control. Arranges for necessary maintenance and repair of training props, systems and equipment.
9. Manages the Center's operational and instructional records (including course rosters, attendance, certifications and compliance documentation) consistent with applicable policies and requirements.
10. Serves as the public interface with and as the point of contact for students, instructors, partner agencies and the public; engages in all forms of communications with them including in-person, telephonic, text messaging, email, and other forms of digital messaging and retains records of same.
11. Coordinates and communicates with RTC Director and others based on information that has been received or obtained.
12. Provides onsite oversight of YCCC students while at the Training Center.
13. Creates correspondence, reports, and documents as necessary or as requested.
14. Develops public facing communication activities and messaging on behalf of the Center individually or in coordination with others including the creation of website updates, social media postings and messaging, course postings, and training announcements.
15. Oversees and works on purchasing, invoicing, reimbursements, and tracking of expenditures in coordination with York County Finance Department.
16. Performs required responsibilities at various times outside a standard work week based on the ongoing activities at and needs of the Center.
17. Serves as a part of the County's Incident Management Team.
18. Other duties as assigned by supervisory personnel.

KNOWLEDGE, SKILLS AND ABILITIES
--

- Associates degree or 5 years' related experience required.
- Instructor qualification required. Completion of a 40-hour instructor training program, or an equivalent is required.
- National Incident Management System qualification required.
- Supervisory experience preferred but not required.
- Proficiency with standard office software and ability to learn county systems as needed.
- Ability to maintain confidentiality and exercise sound judgment.
- Lead by example and promote professional behavior.
- General knowledge of emergency services operations, training environments, methods and practices preferred.
- Ability to work flexible schedule. This may include some evenings and weekends.

- Have and maintain a valid state driver's license.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations.
- Manages multiple projects and deadlines. Allocates resources efficiently as needed.
- Excellent communication and organizational skills. Ability to read, write and present information in appropriate format to a variety of audiences.
- Adheres to County Government Policy and Procedures.
- Meets County Government productivity and quality standards.

WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit; walk; use hands for repetitive motions; reach with hands and arms; and occasionally lift materials up to 45 pounds.

- **General fitness and stamina:** The candidate must be physically capable of performing the duties of the role, which may include standing for extended periods, moving equipment, and participating in or observing practical training evolutions.
- **Endurance:** Ability to maintain focus and physical readiness during training sessions, including those involving physical drills, equipment handling, and safety checks.
- **Strength and mobility:** Sufficient upper and lower body strength to operate training aids, handle equipment, and assist in setting up or breaking down training areas.
- **Respiratory and cardiovascular health:** Must be able to withstand the physical demands of training environments, and physical exertion.

EXPECTED HOURS OF WORK

A flexible work schedule is required based on the needs of the Training Center. Occasional evening and weekend hours may be required.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SUBMITTAL INSTRUCTIONS

All interested candidates must submit a York County application, resume, and cover letter to Human Resources. The position will remain open until filled.

- **York County online applications can be located (or downloaded) from:**
www.yorkcountymaine.gov/careers
- **Applications/cover letters/resumes can be emailed to:**
HR@yorkcountymaine.gov
Please put “Training Center Operations Coordinator” in the subject line.
- **Applications/cover letters/resumes can be mailed to:**
York County Government
Attention: Human Resource Department
45 Kennebunk Road, Alfred, ME 04002
- **Applications/cover letters/resumes may also be dropped off at the Human Resource Department located at:**
York County Government Building
149 Jordan Springs Road
Alfred, ME 04002

Applications are considered based on ability, competence, and experience. It is a fundamental policy of York County Government not to discriminate based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a veteran, disabled veteran, or any other category protected by an applicable federal, state, or local law.