



**Please submit resumes to:**  
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**East Texas Council of Governments**  
**Human Resources**  
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## **9-1-1 PUBLIC EDUCATION/TRAINER (P.E.T.) POSITION DESCRIPTION**

### **SUMMARY OF ETCOG'S WORK**

ETCOG is a voluntary association of counties, cities, school districts and special districts within the fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. Established in 1970, ETCOG, either directly, or through its contractors, provides programs and services for East Texas seniors, employers, and job seekers. ETCOG and its contractors also builds the 9-1-1 emergency call delivery system, provides peace officer training and homeland security planning services; and delivers rural transportation services, business finance programs, and environmental grant funding for its region.

### **SUMMARY OF 9-1-1's WORK**

The East Texas Council of Governments 9-1-1 Regional Program was formed by legislature and seeks to establish and maintain equipment, network, and database to preserve and enhance public safety and health through reliable access to emergency telecommunications services. The department is comprised of three divisions; database, GIS and administration. The regional 9-1-1 program includes: Anderson, Camp, Cherokee, Gregg, Marion, Panola, Rains, Upshur, Van Zandt and Wood counties.

### **POSITION SUMMARY:**

The 9-1-1 Public Education Trainer is responsible for scheduling, coordinating, and tracking training programs for all levels of East Texas Council of Governments (17) Public Safety Answering Point (PSAP) and GIS/addressing personnel to achieve the specific goals, objectives and desired deliverables through a coordinated structured process. This individual also supports the development, planning, procurement and delivery of consumer education.

**Reports To: 9-1-1 Database Manager**

## **DESCRIPTIONS OF WORK:**

### **9-1-1 PET EDUCATION/TRAINER (95%)**

Plans and coordinates various training on 9-1-1 equipment and education development programs for professionals and the public. Attends meetings as needed to support training and public education needs as it pertains to Call Processing Equipment (CPE) and 9-1-1 support programs. Conducts on-going training needs analysis and coordinates training to meet those needs. Coordinates a resource data base to insure that the best practices are known and available to Public Safety Answering Points (PSAPs) and 9-1-1 GIS personnel. Manages inventory and distribution of training, education supplies and materials. The 9-1-1 Public Education Trainer (PET), under the coordinated direction of the 9-1-1 Database Manager and the 9-1-1 GIS Manager, is responsible for developing all 9-1-1 training and public education programs. The 9-1-1 PET will create, sustain and present a curriculum focused on delivery of quality training that improves skills and knowledge base for telecommunicators in the use of 9-1-1 call processing equipment, software and technology. The 9-1-1 PET is also responsible for creating a training strategy to educate key emergency response personnel in presenting invaluable 9-1-1 education to the public. The 9-1-1 PET will further develop public education presentations and deliver to various citizen groups and children in order that they may be better prepared to act appropriately during crisis when dialing 9-1-1 and interacting with 9-1-1 telecommunicators. The 9-1-1 PET will assist the 9-1-1 GIS Manager in planning, organizing and presenting GIS-related training to staff and our associates as requested or needed. To support these efforts the 9-1-1 PET will schedule, coordinate and track provisioned training and Public Education throughout the region. The 9-1-1 PET will plan, procure, distribute and maintain inventory of all public education and training products and supplies as appropriate. The 9-1-1 PET will provide reports as requested or needed by the 9-1-1 Database Manager, Mapped All Specialist, GIS Manager, Director of 9-1-1 Emergency Services, PSAP (Public Safety Answering Point) personnel, and CSEC (Commission on State Emergency Communications) as required or needed. The 9-1-1 PET will perform all other duties relative to the position as required or directed.

### **OTHER DUTIES AS ASSIGNED (5%)**

This position will be cross trained for the 9-1-1 Support Specialist position and provide additional support the 9-1-1 Services Department as the need arises.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Two years experience in a position responsible for training oversight and/or delivery.
- Two years experience in an emergency response or closely related field.

- Skill in using a personal computer and office equipment as well as proficiency in Microsoft Office products;
- Effectively work with individuals and group at all levels of the organization
- Work independently without direct supervision at time, and to work as a member of a team as required;
- Work on multiple tasks at once;
- Knowledge of training and adult education methods;
- Analyze trends, information and data to determine required training and development programs for development and application;
- Experience in the public safety training, public education and/or closely related field
- Knowledge of office procedures, spelling, punctuation, grammar, and arithmetic; of records administration and maintenance techniques and procedures; of warehousing procedures; and of state purchasing policies and procedures;
- Ability to make arithmetic computations; to prepare and maintain detailed records, files, and reports; to transfer stock from one location to another; to maintain files, and to train others.
- Applied knowledge and strict observance of ETCOG's Customer Service Creed.
- Ability to work under pressure and meet deadlines.
- Ability to establish and maintain positive and cooperative working relationships with all levels of ETCOG staff, the Executive Committee members, Board of Directors, and the general public
- Exceptional written and verbal communication skills.
- Strong interpersonal and organizational skills.
- Available to travel to attend trainings, meetings and workshops.

### **MINIMUM EDUCATIONAL REQUIREMENTS**

- Associates Degree in communications, training, or other area relative to emergency response and / or GIS
- Equivalent combinations of education, experience, and training will be considered

### **SPECIAL REQUIREMENTS, LICENSES AND CERTIFICATIONS**

Texas Class C driver's license with a good driving record and reliable transportation.

### **COMPENSATION**

- \$14.00 - \$16.00 per hour depending on level of experience of applicant
- Competitive benefits package which includes health, dental, retirement, as well as other employer paid benefits.