



CITY OF POCATELLO

CLASSIFICATION SPECIFICATION

Training & Community Services Coordinator

Department: Police
Date Established: 4/2020

Reports to: Lieutenant
Date Revised: 04/2020

Pay Grade: H11
FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Training and Community Services Coordinator develops and implements crime prevention programs through the City Police Department. The job recruits, trains, and supervises volunteers for the department and serves as staff liaison to oversee the Neighborhood Watch Program. The job presents education and crime prevention presentations to community and educational groups. The position will manage the department's social media accounts and occasionally interact with the media by conducting on camera interviews or talking to reporters. This position will report to the Support Services Lieutenant and serve as the backup Public Information Officer for the department.

The Training and Community Services Coordinator is responsible for contributing to the professional development and proficiency of all police personnel sworn and non-sworn through the administration and coordination of training programs for the department. The Training and Community Services Coordinator maintains accurate records of all training, making sure all employees are compliant with Idaho POST and Pocatello Police Department training standards. The position is responsible for the ongoing identification of training needs for the Police Department. Utilizing a variety of techniques, they will work with Police Command Staff to address department wide training issues, identify training resources, and organize training events.

The job requires excellent public speaking skills, attention to detail and knowledge of Department activities, policies, and procedures. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, general public, and journalists. This position requires proficiency with social media outlets, as they will be posting activities and ongoing events on the Departments social media sites. The position requires understanding complex criminal investigations and public safety issues as well as communication of sensitive information to the public with diverse levels of understanding.

The work environment is an office environment with occasional attendance at outside training and community events to provide crime prevention information and respond to questions. The noise level is generally moderate. The job requires public and department presentations occurring at various times and including nights, and weekends that may vary.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Develops and implements crime prevention programs through the City Police Department. Develops, produces, and distributes brochures, fact sheets, newsletters, and related material either printed or through social/electronic media. Plans and produces crime prevention-themed educational and community events. Serves as staff liaison for the Neighborhood Watch Program to present educational crime prevention programs to community groups.

Recruits, trains, schedules, and supervises volunteers for the Department. Maintains records, logs, and a database on volunteer program including, but not limited to, number of active volunteers, hours volunteered, duties performed, and related information. Prepares and presents periodic statistical reports.

Attends and represents the Department at community events; providing information and answering inquiries on Department activities and crime prevention programs.

Performs security surveys for businesses and residences in the City and prepares security assessments.

Plans, organizes and implements all aspects of training needs for new and existing staff. Determines feasibility of proposed courses based on such factors as number of registrants, availability of instructors, and funds allocation.

Identifies internal and external training programs and facilitates training through classroom, virtual training, and practical training as required. Arranges for course instructors, allocates space, and ensures availability of training materials and equipment. Assists instructors during training sessions. Coordinates off-site training for department staff. Assesses department training needs and completes an annual training needs assessment report to command staff. Tracks and maintains all employee training through the Spillman system, and through the Idaho POST Training Portal. Tracks attendance of all employee training, benchmarks and annual training requirements. Evaluates the effectiveness of training and provides recommendations for future training effectiveness. Facilitates training programs using recognized and approved training techniques and tools. Manages and maintains in house training equipment and facilities.

Cultivates and manages relationships with journalists who cover issues of importance to the department as well as citizens through personal contact and web-based networks. Serves as an advisor to the department on public information issues involving the development and delivery of both emergency and nonemergency information messages and programs. Advises department personnel on delivery of emergency or crisis communication. Assists senior management with the development of strategic planning efforts. In the absence of the Support Services Lieutenant or by assignment the position will conduct interviews with the media.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time. Maintains confidentiality of information and records and may be requested to perform other duties within the department.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED; and
- Bachelor's degree is preferred
- Working knowledge of social media
- Minimum of 5 years of law enforcement experience; does not need to be POST certified position.
- Pass all background requirements, which will include a truth verification test.
- Public speaking experience preferred
- Type 40 words per minute
- Valid Idaho Driver's License
- Working knowledge of Microsoft Office Applications

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk and sit for extended periods. The job requires hand/finger dexterity to handle materials, manipulate control mechanisms, keyboard, radio equipment and reach with hands and arms. The job requires operation of a computer and job-related equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions, communicate clearly and effectively and interact with the public is required. While performing the duties of this classification, the employee may be impacted by fast-paced and stressful emergency conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.