



Classification: Program Supervisor/Manager

Title Code: V00680/V00681

Pay Range: 26/34

POSITION SUMMARY: This position is responsible for management and oversight of the Training Division's Learning Management System (LMS). An employee in this classification also performs a variety of training in the use of various areas of technology and software. The employee must exercise independent judgment and discretion in contacts with others. General supervision is received from the immediate supervisor.

DESCRIPTION OF DUTIES PERFORMED: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Responsible for the administration and oversight of all aspects of the Patrol's Acadis Readiness Suite, to include the LMS, associated records management, and various integrated modules within Acadis, which includes, but is not limited to, user provisioning, quality control of data, identifying and coordinating training resources, scheduling, registration, monitoring payments and invoices, certifications, reporting, etc.

Serves as the project manager for the Patrol's LMS and associated records management for training content, which includes, but is not limited to, developing, analyzing, mapping, coordinating, and maintaining all course templates, lesson plans, course content, examinations, etc., within the Acadis Readiness Suite.

Serves as the point-of-contact for the Training Division's LMS, as well as provides technical support and instruction on use.

Manages the Patrol's Acadis Readiness Suite's homepage, to include maintaining and updating HTML language and various images and documents on the associated webpage.

Research, compile, and submit reports to ensure compliance with training requirements, to include Peace Officer Standards and Training (POST) requirements.

Utilizes agency and vendor resources to research and determine best practices and methods of administering and maintaining the Acadis Readiness Suite.

Develops and conducts technology and software training for Patrol employees.

Creates annual curriculum guide for courses hosted at the academy

Assists with division responsibilities associated with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) accreditation process.

Attends meetings, seminars, conferences, training programs, etc., pertaining to work-related issues.

Performs job-related travel as needed.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of and the ability to utilize personal computers and software (e.g. Microsoft Word, Excel, Teams, Lotus Notes, PowerPoint, Adobe Captivate, Adobe Contribute, etc.), as it relates to the duties of this position.

Comprehensive knowledge of the methods of instruction, design of training materials, and principles of personnel development.

Working knowledge of statistical concepts and methods.

Knowledge of Patrol policies, procedures, rules, and regulations.

Possess analytical and interpretative skills to relate data collection forms, specifications, and code files.

Possess excellent communication skills, to include proper and effective use of grammar, punctuation, and sentence structure.

Ability to utilize complex datasets, including importing, merging, and reshaping datasets.

Ability to identify duplicates, discrepancies, missing entries, and other elements of large data.

Ability to work as a team member and positively interact with a variety of people, including administrative staff, employees, and the general public.

Ability to enter and extrapolate statistical data with appropriate databases and prepare reports.

Ability to research, gather, correlate, and analyze facts to develop letters, charts, and statistical reports and develop recommendations and/or solutions to issues.

Ability to learn the Patrol's applicable computer systems and policies.

Ability to research topics with a high degree of resourcefulness.

Ability to communicate and conduct training sessions and presentations independently to various personnel with varying levels of technical knowledge.

Ability to communicate well with individuals having many levels of technical knowledge.

Ability to develop and conduct presentations, training programs, etc.

Ability to manage and prioritize a large amount of work within predetermined deadlines.

Ability to exercise judgment and discretion in the performance of duties.

Ability to work independently.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to operate basic office equipment, as detailed in the description of duties.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a bachelor's degree.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.