

### **SGEU Up-in-Range**

The following posting is in accordance with the clauses dealing with "In-Hiring Rate of Pay".

Permanent Full-time

COM002087 - Quality Assurance and Training Program Manager

Ministry: Non-Executive Government>537 Saskatchewan Public Safety Agency

Grade and Job: SGEU.11., CRO - SGEU

Salary Range: \$40.375-\$50.593

Rate Approved: \$50.593

#### **Key Responsibilities of position:**

The Saskatchewan Public Safety Agency (SPSA) is a treasury board crown responsible for emergency communications including Sask911 and SaskAlert, wildfire management, emergency management and fire safety. This centralized agency ensures a single point of contact for communities, greater co-ordination of provincial resources and contributes to safer communities in our province. The Opportunity The SPSA is seeking an organized, results-oriented, team player for the position of Quality Assurance and Training Program Manager, in the Emergency Communications Branch. Reporting to the Director of Integrated Provincial Emergency Communications Centre (PECC) Service Delivery, you will: - Lead QA and training for 911 services, overseeing third party evaluations, training and quality improvement. - Lead the development of Key Performance Indicators, service standards and benchmarks based on national best practices and tailored to Saskatchewan's emergency communications needs, through research and stakeholder consultation. - Ensure consistent oversight of QA/QI activities and third party providers, aligning service delivery with SPSA's strategic goals and performance standards. - Analyze performance data to identify trends and inefficiencies, driving targeted improvements that enhance emergency response outcomes. - Oversee training programs executed by third parties for alignment of QA finding and public safety standards, ensuring content is current, consistent, and supports service excellence. - Ensure compliance with legislation, regulatory requirements, and accreditation standards, including audit preparation, external reviews and ensuring that third-party providers operate within the established legal and policy frameworks. - Serve as liaison between SPSA leadership, emergency service partners and vendors to align on quality and training priorities, resolve service issues and support strategic planning and interagency initiatives. - Monitor training certifications across all Public Safety Answering Points, ensuring compliance with the required certifications and training for key programs such as APCO, Sask911 Mapping, Sask911 Standard Operating Procedures The successful candidate will have: - 2 years' experience in 911 call-taking - APCO Certifications – Basic Telecommunicator Course - Certifications in Quality Assurance and Improvement from recognized bodies such as NENA or APCO - Comprehensive knowledge of Quality Assurance and Improvement programs - Training on Sask911 Standard Operating Protocols and operating systems (E.G.- call center phone solutions, Computer Aided Dispatch (CAD), recording software, QA software) - Sask911 Map training - Knowledge of performance management and accountability concepts. - Knowledge of technology software that can be utilized for Quality Assurance - Strong oral and written communication skills are required in order to communicate complex issues, indicating key decision points and facilitating informed discussion. This knowledge is utilized when communicating at all levels of government and clients. - Required knowledge of new and emerging concepts and techniques in quality assurance in order to keep abreast of changes and improvements to existing processes and systems. - Knowledge of adult learning principles and instructional techniques that are required to develop training. Adult education knowledge is essential to the research, development and implementation of the training curriculum as well as for the performance management. The position

requires valid driver's license, ability to travel 30 % of the time, a valid criminal record check."

Qualifications of person Appointed:

APCO certified in Public Safety Telecommunicator (PST7 Canada)

Communications Training Officer (CTO6)

Communications Supervisor (CSS5)

Comprehensive Quality & QA Concepts

30 years related experience

Submit challenges to: [staffing@gov.sk.ca](mailto:staffing@gov.sk.ca)

Closing Date: November 6, 2025