



JOB DESCRIPTION

Job Title: Chief Emergency Communications Officer	Date Created: 09/11/2019
Department: Executive	Date Revised: 04/28/2025
Division:	Salary: \$137,377.00 – 192,327.80
Grade: EX4	FLSA: Exempt

Summary of Duties: The Chief Emergency Communications Officer (CECO) plays a critical leadership role at the North Texas Emergency Communications Center (NTECC) by shaping and driving the operational strategy, employee engagement initiatives, and workforce development for the organization. This role oversees the Operations Manager, ensuring effective execution of daily dispatch operations while maintaining a strategic focus on long-term growth, organizational culture, and employee success. Working in close partnership with the Chief Executive Officer and the executive leadership team, the CECO champions a positive, people-first culture and leads strategic initiatives that enhance operational performance, employee development, and innovation across the organization.

Essential Job Functions:

- Collaborate with the executive team to set long- and short-term strategic priorities aligned with NTECC's mission, vision, and organizational goals.
- Oversee daily business and administrative operations, improving operating procedures and ensuring optimal efficiency.
- Translate the CEO's vision and strategy into actionable plans and goals, implementing them throughout the organization.
- Lead initiatives focused on strengthening organizational culture, employee engagement, wellness, and professional growth.
- Direct and support the Operations Manager in managing daily operations of the emergency communications center.
- Oversee the development, implementation, and continuous improvement of employee training, and development programs.
- Cultivate a coaching and feedback culture, including designing leadership development and succession planning efforts.
- Evaluate organizational performance metrics, staffing needs, and employee feedback to identify and act on areas for operational and cultural improvement.
- Serve as a liaison between operations, training, and executive leadership to ensure smooth communication and unified direction.
- Participate in policy and procedure development with a focus on people-centered, forward-thinking practices.
- Guide cross-departmental collaboration to foster transparency, shared goals, and accountability across teams.
- Represent NTECC at local, regional, and national forums related to organizational development and public safety operations.
- Promote NTECC's values by modeling integrity, inclusivity, innovation, and teamwork.
- Support diversity, equity, and inclusion efforts within NTECC through policy advocacy and engagement strategies.
- Punctual and regular attendance at work; work the assigned schedule and comply with the timekeeping policies and procedures. Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night).
- Performs other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Strategic thinking and problem-solving skills with the ability to lead transformative organizational initiatives.
- Expertise in employee engagement, workforce development, and organizational culture building.
- Strong leadership and communication abilities with a people-centered mindset.
- Ability to supervise and develop high-performing teams in a dynamic, mission-critical environment.
- Knowledge of emergency communications operations, public safety systems, and related legal/regulatory frameworks.
- Experience with needs assessments, training program development, and employee performance evaluation.
- Familiarity with change management methodologies and continuous improvement frameworks.

Minimum Qualifications and Conditions of Employment:

- Education: Bachelor's degree in Business, Public Administration, Communications, or related field.
- Experience: Seven (7) years of progressively responsible experience in a public safety communications center which includes supervisory and/or management responsibilities. Experience in preparation and analysis of budgets, development and implementation of policies and procedures.
- Knowledge of public safety strategies, practices and technologies preferred. Public safety experience preferred.
- Must pass all applicable pre-employment screenings to include a drug screen and background investigation.
- Communicating clearly and concisely verbally, and relaying details accurately.
- Must speak, read, and write in English.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certifications:

- Position requires successful completion of all required certifications within one (1) year. Certifications include Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

Physical Demands and Working Environment:

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to effectively communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender,

age, marital status, disability, sexual orientation, veteran status, genetic information, or any protected class in accordance with the law. NTECC provides reasonable accommodation for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.