



JOB DESCRIPTION

Job Title: Chief Employee Experience Officer	Date Created: 06/26/2018
Department: Administration	Date Revised: 04/28/2025
Division:	Salary: \$137,377.00 – \$192,327.80
Grade: EX4	FLSA: Exempt

Summary of Duties: The Chief Employee Experience Officer (CEEO) is a key member of the NTECC executive leadership team, responsible for shaping and executing the organization's people strategy. With a strategic focus on employee engagement, organizational culture, and retention, the CEEO plays a pivotal role in fostering a high-performance, inclusive, and values-driven workplace. This position also provides hands-on leadership and oversight of the Administrative Services Department, including Human Resources, Finance, and Administrative Operations. Reporting directly to the Chief Executive Officer, the CEEO partners across departments to align people strategies with NTECC's mission, vision, and long-term goals.

Essential Job Functions:

- Lead the design and implementation of organizational culture initiatives that support NTECC's mission, enhance employee engagement, and drive retention.
- Act as a strategic advisor to executive leadership on culture, talent management, and organizational development.
- Oversee the Administrative Services Department, directly supervising the Administrative Department Supervisor, Accounting Administrator, and Workforce Engagement Administrator.
- Set strategic goals and performance expectations for the department, ensuring alignment with organizational objectives.
- Lead workforce planning, talent acquisition, succession planning, and leadership development efforts.
- Direct HR programs and services including recruitment, onboarding, training, benefits, employee relations, and performance management.
- Serve as the senior authority on workplace conflict resolution, internal investigations, grievance handling, and policy interpretation.
- Ensure legal and ethical compliance with all employment laws and organizational standards.
- Oversee financial functions including budgeting, payroll, financial reporting, and long-term forecasting in coordination with executive leadership.
- Develop and implement data-driven strategies for improving employee engagement, organizational effectiveness, and service delivery.
- Guide organizational change efforts, manage cross-functional projects, and foster innovation in internal practices.
- Serve as a visible and trusted leader across the organization, promoting a people-first culture rooted in NTECC's core values: trust, professionalism, accuracy, teamwork, and people.
- Collaborate closely with other leaders to drive alignment between people strategy and business strategy.
- Act as a mentor and role model for ethical behavior, inclusiveness, and high performance.

Management reserves the rights 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:

- Proven ability to lead strategically while also managing day-to-day operations in a fast-paced, complex environment.
- Deep knowledge of modern HR practices, employee engagement strategies, and organizational development principles.
- Strong financial and administrative acumen, including budgeting, accounting, and risk management.
- Exceptional leadership, coaching, communication, and conflict-resolution skills.
- Ability to handle sensitive issues with discretion and integrity.
- Knowledge of federal, state, and local employment and compliance laws applicable to public sector entities.

Minimum Qualifications and Conditions of Employment:

- Education: Bachelor's degree in business, Public Administration, Finance, or related field.
- Experience: Seven (7) years of progressively responsible administrative experience which includes human resources or finance, leadership, or supervisory experience. Experience in preparation and analysis of budgets, development and implementation of policies and procedures. Knowledge of public safety strategies, practices and technologies preferred. Municipal and/or public safety experience preferred.
- Must pass all pre-employment screenings to include a drug screen and background investigation.
- Communicate clearly and concisely, relay details accurately both verbally and in writing.
- 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 must 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 Certification:

- SHRM certification preferred. PHR or SPHR certification preferred.
- CPS certification preferred, or (1) year of payroll experience.
- 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 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 to its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.