



JOB DESCRIPTION

Job Title: Director of Emergency Communications	Date Created: 09/11/2019
Department: Executive	Date Revised: 08/01/2024
Division:	Salary: \$117,981.00 - \$164,609.00
Grade: 36	FLSA: Exempt

Summary of Duties: The Director of Emergency Communications oversees and manages the Operations Department and the Support Services Division, and oversees cross-departmental projects for the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the direction of the Executive Director and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Participates in project definition, scoping, and budget development process for assigned projects.
- Assists in the negotiation, preparation, and coordination of contracts for planning, design, engineering, and construction of various projects.
- Supervises assigned employees; prioritizes and assigns work; conducts performance evaluations to ensure staff are sufficiently trained; makes promotion, termination, and disciplinary decisions.
- Supervises and facilitates employee relations, to include mediating workplace conflicts, advising and assisting in the resolution of grievances, preparing management responses, participating, and advising in employee performance management processes, participates in conducting internal investigations.
- Participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Coordinates cross organizational communications and ensures proper management is involved or briefed on decisions.
- Works with the Executive Director to develop long and short-range plans and strategies to ensure reliable emergency communications for multiple customer agencies.
- Serves as the primary liaison between the NTECC and external partners on operational matters.
- Represents the Center at local, regional, and national organizations relating to public safety communications.
- Supports the NTECC culture by assisting co-workers as needed with guidance and training.
- Supports the relationship between the NTECC and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff.
- Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Maintains the integrity, professionalism, values, and goals of the NTECC by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- 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:

- Ability to work with, supervise, direct, effectively communicate, and develop a diverse team and assigned personnel. Ability to work within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accurate and timely, teamwork, and our people.
- Ability to address multiple demands simultaneously; prioritize work and respond to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.

- Principles and processes involved in business and organizational planning, coordination, and execution, including strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.
- Principles and processes for development, implementation and analyzation of needs assessments, quality service standards, and customer satisfaction evaluation techniques.
- Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans and test design principles.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

Minimum Qualifications and Conditions of Employment:

- Education: Bachelor's degree in Business, Public Administration, Communications, or related field.
- Experience: Five (5) 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.