JOB DESCRIPTION

Job Title: Education Administrator	**Date Created: 08/03/2026**
Department: Executive	**Date Revised:**
Division:	**Salary**: $85,086 - $118,712
Grade: 31	**FLSA**: Exempt

Summary of Duties: Operating under the CORE Operational Readiness framework, the Education Administrator is responsible for fostering employee success throughout the entire career lifecycle, from onboarding through retirement preparation. This position serves as the agency's primary learning and development professional, ensuring employees receive high-quality, relevant, and effective training that supports operational excellence, professional growth, organizational readiness, and leadership development.
The Education Administrator works with the Chief of Staff to plan, develop, and coordinate training and workforce development programs that align with agency goals, industry standards, and adult learning principles. The position promotes a culture of continuous learning, career advancement, and professional excellence while maintaining comprehensive training records and ensuring compliance with applicable training requirements. This position also assists with operations floor coverage as assigned.

Essential Job Functions:

Training Program Administration

- Coordinates, plans, and manages the Operations new hire academies and all other classroom-based instructional programs.
- Works with the Assistant Operations Manager to plan and schedule annual training plans and learning objectives for new and existing employees.
- Schedules instructors, training resources, classrooms, and technology necessary to support learning initiatives.
- Ensures training activities are conducted in accordance with the CORE program and industry standards.
- Collaborates with supervisors, managers, and subject matter experts to identify and address operational training needs.
- Maintain accurate and complete training records in accordance with records retention requirements.
- Track the completion of daily observation reports, ensuring that they are completed for each operational shift within an acceptable timeframe.
- Incorporate NTECC's mission, vision, values, and strategic priorities into workforce development initiatives.

Curriculum Development and Instructional Design

- Design, develop, update, and maintain course offerings, curricula, lesson plans, training materials, job aids, exercises, and assignments.
- Apply adult learning principles and contemporary instructional methodologies to maximize learner engagement and knowledge retention.
- Review and revise training content on a regular basis.

Continuing Education and Professional Development

- Develop specialized learning pathways for Operations staff which support NTECC's mission and create added value for the employee.
- Coordinate monthly, quarterly, and annual training requirements and continuing education, to include certifications and recertifications.
- Ensure all Operations employees meet and maintain minimum training requirements, licenses, and certifications.
- Facilitate professional development opportunities through workshops, conferences, webinars, mentoring programs, and other partnerships.
- Support succession planning and workforce readiness initiatives.
- Promote a culture of accountability, innovation, and professional excellence.

Program Evaluation

- Analyze hiring, retention, promotion, and succession data.
- Produce reports on workforce readiness and organizational capability.
- Research emerging trends, technologies, and best practices and present findings and recommendations to NTECC leadership in the form of written reports and oral presentations.

Operations

- Must be able to perform the essential functions of any Emergency Communications assignment as operational needs require, including assuming alternate duties or work assignments to maintain uninterrupted emergency communications services
- Provides professional emergency communications, dispatch, coordination, training, and support services while maintaining compliance with applicable policies, procedures, confidentiality requirements, and public safety standards
- Demonstrates flexibility to work any assigned shift, respond to changing operational demands, and perform other duties as assigned to support the mission and continuity of NTECC operations
- Perform 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:

- Knowledge of Adult learning theory and instructional design
- Experience of curriculum development and classroom facilitation techniques
- Knowledge of workforce development and organizational learning practices
- Knowledge of leadership development and succession planning principles
- Experience with documentation and records management processes
- Ability to maintain confidentiality and exercise sound judgment
- Ability to analyze, assess and evaluate learning outcomes
- Demonstrated experience with coaching and mentoring
- Strong organizational and time management skills
- Professional written and verbal communication skills
- Ability to work with a diverse team.
- Ability to address multiple demands simultaneously; prioritize work and responding to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.

- Geography within the NTECC service area including, but not limited to, streets, highways, boundaries, thoroughfares, landmarks, businesses, and locations of police and fire stations and districts.
- Operating standard and specialized public safety hardware and software to enter information with speed and accuracy.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

Minimum Qualifications:

- Education: Bachelors Degree in Education, Training and Development, or related field.
- Experience: Three (3) years experience as a Public Safety Telecommunicator, Communications Supervisor, Communications Training Officer, Quality Assurance Specialist, or related emergency communications position.
- Minimum of two (2) years experience as a Communications Supervisor, Communications Training Officer, or closely related leadership position in an emergency communications center environment.
- Experience developing and coordinating training programs and curriculum.
- Must be as least 18 years of age.
- Must pass all applicable pre-employment screenings to include a drug screen.
- Communicate clearly and concisely, relay details accurately both verbally and in writing.
- Must read, write, and speak 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 Certification:

- Position requires successful completion of all required certifications within (1) year and continuous education training for current license(s). Certifications include Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License; NCIC/TCIC full access, CPR, IAED Emergency Medical Dispatch and IAED Emergency Fire Dispatch.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

Physical Demands and Working Environment:

The work behaviors (including duties, responsibilities, function, and tasks) of the position are listed in the above job description and below. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

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, or genetic information. NTECC provides reasonable accommodation to its employees and the public with disabilities, including veterans. For more information, please contact NTECC.