



JOB DESCRIPTION

Job Title: Employee Experience Supervisor	Date Created: 08/29/2023
Department: Administration	Date Revised: 08/13/2025
Division:	Salary: \$72,430-\$101,055
Grade: 29	FLSA: Exempt

Summary of Duties: The Employee Experience Supervisor (EES) coordinates benefits administration and administrative services for the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. The EES works under the general supervision of the Chief Employment Experience Officer (CEEEO) and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Supervises assigned employees, prioritizes, and assigns work; and conducts performance evaluations to ensure staff are sufficiently trained.
- Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans.
- Responsible for coordinating hiring, recruitment, selection recommendations, on-boarding, retention, and separations.
- Conducts background checks, investigations, and E-Verify checks for all new employees.
- Reviews NTECC's comprehensive employee benefits program; assists employees with requests regarding FMLA, STL, LTL, benefits, retirement, payroll, and EAP (Employee Assistance Program).
- Assists in developing and maintaining the NTECC benefits program and wellness events; participates in coordinating special NTECC events.
- Maintains personnel evaluation and performance management processes.
- Review and process payroll; monitors employee accrual balances.
- Assists the CEEEO with reviewing and processing all invoices and reimbursements for payment; invoices the cities quarterly allocations and vendors as needed; maintains and monitors vendor contracts; renews contracts as needed.
- Maintains accurate and confidential employee personnel files, which includes current address, phone numbers, and other personal information.
- Assists in the coordinating of employee travel, recognition efforts, awards, and NTECC surveys.
- Collaborates with all members of the admin team to ensure NTECC complies with required policies and procedures required by an auditor or other accreditation or certification processes.
- 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 high levels 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 to/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). Must be available to respond to critical issues during non-business hours.
- 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 collaborate and work with a diverse team and within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accuracy 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 practices of confidential records management and file maintenance.
- Human Resources and Finance principles and practices.
- Applicable local, State, and Federal laws, codes, regulations, and ordinances.

Minimum Qualifications and Conditions of Employment:

- Education: High School Diploma or GED. Preferred bachelor's degree in public administration, Human Resources, Finance, or related field. SHRM certification preferred.
- Experience: Three (3) years of human resources, finance, and/or position related experience. Public Safety experience preferred.
- Must pass all applicable 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 for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.