



JOB DESCRIPTION

Job Title: Program Coordinator	Date Created: 03/03/2021
Department: Executive	Date Revised: 10/01/2024
Division:	Salary: \$65,696-\$78,678
Grade: 27	FLSA: Exempt

Summary of Duties: The Program Coordinator is responsible for processing all records requests, and organizational statistics, while maintaining records integrity, including tracking, access, and destruction in accordance with the NTECC policies and guidelines, and state statutes. Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. The Program Administrator works under the general supervision of the Executive Director and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Manages the organization's statistics data development and retention process.
- Provides response to requests for governmental records within the period mandated by the Texas Public Information Act and other state statutes.
- Calculates/assesses charges for Open Records in accordance with the Texas Public Information Act and the NTECC policies.
- Logs, files, and cross-references correspondence; verifies documents and records.
- Assists with retrieving, classifying, retaining, disposing, and protecting Department records.
- Receives and completes requests for evidence related to partner agencies and the NTECC.
- Assists in researching and responding to requests for documentation and records.
- Manages the organizational accreditation process, as needed.
- Participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Contributes to the development of the annual budget, as needed.
- 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 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 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.
- Acts as Records Management Officer for the organization.
- 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 assigned personnel and 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.

- NTECC policies and procedures for dispatching public safety personnel.
- Operating a personal computer utilizing standard and specialized software and entering information with speed and accuracy.
- Applicable local, State, and federal laws, codes, regulations, and ordinances preferred.

Minimum Qualifications and Conditions of Employment:

- Education: High School Diploma or GED equivalent.
- Experience: Five (5) years of progressively responsible experience in a records, statistics development, administrative assistant, or similar position which involves discretionary decision-making, handling of confidential matters, and administrative duties. Public Safety records experience is preferred.
- Must be at least 18 years of age.
- 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 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:

- Texas Open Meetings Act.
- Texas Open Records Certification
- 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.