



JOB DESCRIPTION

Job Title: Quality Assurance & Improvement Specialist	Date Created: 08/03/2026
Department: Operations	Date Revised:
Division: Center for Operational Readiness and Excellence (CORE)	Salary: \$61,753.63 - \$83,906.51
Grade: ECTO Step Plan	FLSA: Non-exempt

Summary of Duties: Operating under the CORE Excellence framework, the Quality Assurance & Improvement (QAI) Specialist employs a modern, data-driven engine for human performance. This position evaluates live and recorded emergency communications to identify operational trends, diagnose system friction, and provide non-punitive, actionable performance feedback. The QAI serves as a subject matter expert in quality assurance processes and supports employee development, agency accountability, and continuous improvement processes. This position also assists with operations floor coverage as assigned.

Essential Job Functions:

Quality Assurance

- Conducts routine, random, and focused quality reviews of 9-1-1 calls, non-emergency (administrative) calls, and radio transmissions against national and state standards
- Completes audits on 100% of all low-frequency, high-acuity incidents (such as active threats, bomb threats, multi-jurisdictional pursuits, shootings, stabbings, etc.) within 72 hours of occurrence
- Completes audits on 100% of all incidents in which telecommunicator CPR (T-CPR) is activated
- Provides high quality feedback to audited members in a timely manner
- Prepares QA reports, trend analyses, compliance reports, and management briefings
- Holistically analyzes operational employees' proficiency as it relates to technical operation, tactical agility, and interpersonal skills
- Evaluates and recommends updates to QA processes, procedures, forms, and performance measures
- Ensures QA activities align with agency directives and applicable industry standards

Quality Improvement

- Identifies recurring training needs and collaborate with training personnel to address knowledge or skill gaps
- Creates training materials, course curricula, briefs, simulations, and other resources for all staff based on identified trends, needs, and learning gaps
- Supports professional growth and employee engagement through mentoring and developmental feedback
- Assists management in developing strategies to improve operational effectiveness and service quality
- Presents findings and recommendations to supervisory and executive staff
- Provides staffing and workload recommendations based on call volume and performance trends

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 Quality Assurance and Quality Improvement principles and practices
- Knowledge of Documentation and records management procedures
- Ability to maintain confidentiality and exercise sound judgment
- Knowledge of performance evaluation and auditing procedures
- Demonstrated experience of coaching and mentoring in a 911 dispatch center
- 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: High school diploma or GED equivalent.
- Experience: Three (3) years experience as a Public Safety Telecommunicator, Communications Supervisor, Communications Training Officer, Quality Assurance Specialist, or related emergency communications position.
- Demonstrated supervisory experience and conducting performance reviews, quality assurance evaluations, training, coaching or workforce development activities preferred.
- Must be at 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.