



JOB DESCRIPTION

Job Title: Strategic Program Manager	Date Created: 08/31/2022
Department: Administration	Date Revised: 08/04/2025
Division:	Salary: \$79,854-\$111,414
Grade: 31	FLSA: Exempt

Summary of Duties: The Strategic Program Manager manages the analytical and research activities supporting the organization's strategic, short term, and long-term range goal planning function. Oversees data collection and conducts organizational reviews to identify business strengths and weaknesses and evaluate operational effectiveness. Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the general supervision of the Executive Director and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Manage and oversee the organization's strategic planning cycle and reporting of the strategic plan including the alignment and reporting of KPI/performance measure program.
- Coordinate strategic plan updates with internal and external staff and create presentations for annual strategic plan and budget sessions.
- Researching and promoting performance management/measurement practices and methodologies.
- Designing, developing, and implementing methods to track and measure organizational performance data to use for planning; aligning organizational practices and systems with nationally recognized performance criteria such as Malcolm Baldrige; and build internal capacity within departments for performance management.
- Leads the research of emerging trends, expansion opportunities, competitive threats, and the viability of outside business partners.
- Plan, coordinate, and provide department support for the use of a standard, systematic process management approach throughout the organization, which includes actively leading and coaching cross-functional teams in the application of process improvement standards.
- Contributes to the development of the annual budget.
- Participates in the development and review of policies, procedures, long and short-range plans and strategy guidelines for the organization.
- Must be available to respond to critical issues during non-business hours.
- 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.
- Assists in maintaining the integrity, professionalism, accountability, 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 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.
- Analyzing and interpreting statistical reports and utilizing the data to improve individual is and the NTECC's performance.
- Apply a high level of initiative, discretion, and judgment in accomplishing work.
- Critical thinking and analytical skills.
- Lean Six Sigma and Baldrige Framework knowledge and state and federal laws, regulations, and statutes governing dispatch for emergency services knowledge preferred.
- Applicable State and federal laws, regulations, and statutes.

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 strategic planning. Experience in strategic planning for a public safety communications center or entity is preferred.
- Knowledge of public safety strategies, practices, and technologies 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 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:

- 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.