



## JOB DESCRIPTION

<b>Job Title:</b> Support Services Manager	<b>Date Created:</b> 07/07/2020
<b>Department:</b> Operations	<b>Date Revised:</b> 10/01/2024
<b>Division:</b> Support Services	<b>Salary:</b> \$79,854-\$111,414
<b>Grade:</b> 31	<b>FLSA:</b> Exempt

**Summary of Duties:** The Support Services Manager (SSM) oversees Training and Quality Assurance Divisions; to include the Support Services Specialists (SSS) of the North Texas Emergency Communications Center. The SSM works under general supervision reporting directly to the Director of Emergency Communications.

### **Essential Job Functions:**

- Supervises assigned employees, prioritizes, and assigns work; and conducts performance evaluations to ensure staff are sufficiently trained.
- Oversees training and quality assurance program (including employee certifications); maintains training records and compilation of continuing education requirements for certifications.
- Develops, implements, and facilitates division goals.
- Gathers and analyzes information and data (including phone calls and radio traffic), evaluates alternatives, and makes recommendations regarding operations and service delivery.
- Ensures the NTECC meets multiple standards and disciplines; including case review and feedback to identify areas of improvement and areas of excellent performance.
- Collects and compiles statistical data on all measured compliance standards; reports findings appropriately; analyzes data to prepare a variety of periodic and special statistical reports for internal use and submission to partner agencies.
- Maintains accurate record keeping including creating, sorting, and destruction of all records according to State guidelines; establishes and reviews retention and disposal schedules; develops and maintains filing system and classifications; and standardizes information sources.
- Participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Contributes to the development of the annual budget.
- Supports the relationship between the NTECC and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff; maintains confidentiality of work-related issues and NTECC information.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Represents the NTECC at local, regional, and national organizations relating to public safety communications.
- 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.
- Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans.
- Punctual and regular attendance to work.
- Performs other duties as assigned.

*Management reserves the rights 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:**

- Principles and practices of confidential records management and file maintenance.
- Customer service standards and etiquette.
- NTECC policies and procedures for dispatching public safety personnel.
- Problem solving and analytical methods.
- Applicable local, State, and federal laws, codes, regulations, and ordinances preferred.
- Operating a personal computer utilizing standard and specialized software programs.
- Handling multiple tasks simultaneously, under pressure, and in emergency situations.

### **Minimum Qualifications:**

- Education: High school diploma or GED equivalent.
- Experience: Five (5) years of public safety telecommunications experience, which includes two (2) years of supervisory responsibility. Previous experience in quality assurance and/or training is highly preferred.
- Must be at least 18 years of age.
- Must pass 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 one (1) year of appointment. Certifications include: Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License, NCIC/TCIC full access, CPR, IAED Emergency Medical Dispatch, and TCOLE Basic Instructor.
- 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 no 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.**