



JOB DESCRIPTION

Job Title: Workforce Engagement Administrator	Date Created: 04/20/2026
Department: Administrative	Date Revised:
Division:	Salary: \$85,086 - \$118,712
Grade: 31	FLSA: Exempt

Summary of Duties:

The Workforce Engagement Administrator is responsible for the development, implementation, and continuous improvement of workforce strategies that enhance recruitment, onboarding, engagement, and retention at NTECC. Serving as a strategic partner to leadership, this role leverages workforce data, employee feedback, and organizational insight to drive measurable improvements in employee experience and operational effectiveness. Operating within a high-performance public safety environment, the Administrator exercises a high degree of professional judgment, discretion, and accountability while building strong relationships across the organization to identify trends, address engagement challenges, and strengthen workplace culture. This position provides actionable insights to leadership, supports initiatives that promote career development and upward mobility, and ensures the effective execution of programs that positively impact the entire employee lifecycle. Performs other duties as assigned.

Essential Job Functions:

Employee Lifecycle Support

- Create, implement, and continuously improve employee lifecycle programs, including recruitment, onboarding, engagement, and retention initiatives.
- Design and execute strategies to enhance the employee experience through proactive feedback collection, analysis, and program implementation

Recruitment & Candidate Experience

- Support recruitment processes, including scheduling, communication, and candidate coordination.
- Ensure a consistent and professional candidate experience.
- Track recruitment metrics and provide updates as needed.

Onboarding & Early Tenure

- Design, implement, and continuously improve a comprehensive NTECC onboarding program that intentionally welcomes new employees and immerses them in the organization's mission, values, and culture.
- Lead a structured onboarding experience that goes beyond orientation to create early engagement, connection, and clarity of expectations during an employee's first 90–180 days.
- Establish and monitor onboarding milestones, ensuring new hires are effectively integrated into both the organization and their respective teams.
- Partner with Operations, Training, and leadership to ensure alignment between onboarding, job-specific training, and long-term employee success.
- Utilize feedback and performance data to evaluate onboarding effectiveness and drive continuous improvement in early tenure outcomes.

Employee Engagement

- Be an integral part of the NTECC employee engagement committee.
- Assist planning and executing employee engagement initiatives and programs.
- Build relationships with employees to understand morale, concerns, and workplace dynamics.

- Identify trends impacting employee experience.
- Communicate observations and trends to leadership through regular updates.
- Maintain professionalism and appropriate discretion while ensuring relevant information is shared with management.

Retention & Workforce Data Support

- Track workforce data including turnover, attendance, and engagement trends.
- Identify patterns impacting retention and employee satisfaction.
- Provide regular updates to leadership.
- Support retention initiatives.

Employee Development & Career Path Support

- Support employee growth and career development initiatives.
- Assist employees in understanding career pathways and advancement opportunities.
- Promote training and development programs.

Supervisor Support

- Provide coordination and support for supervisor engagement efforts.
- Share employee feedback with leadership.
- Support consistency in communication and expectations.

Recognition & Incentive Programs

- Coordinate recognition and incentive programs.
- Track participation and assist in evaluating effectiveness.

Communication Support

- Assist in drafting and distributing internal communications.
- Support consistent organizational messaging.

Reporting & Communication

- Provide regular updates to leadership regarding engagement and workplace trends.
- Escalate significant issues in a timely manner.
- Ensure communication is factual, objective, and solution-oriented.

Minimum Qualifications and Conditions of Employment:

- Education: Bachelor's degree in Human Resources, Communications, Public Administration, or a related field; equivalent work experience may be considered in lieu of education.
- Experience: Five years of progressively responsible experience in human resources, employee engagement, organizational development, or workforce analytics, including direct responsibility for designing or implementing workforce programs.
- Strong interpersonal and communication skills, both verbal and written.
- Must speak, read, and write in English.
- Must pass all applicable pre-employment screenings, including a drug screen and background investigation.
- 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.

Preferred Qualifications:

- HR certification (PHR, SHRM-CP) or equivalent.

- Prior experience working with first responders or emergency communication professionals.
- Strong event planning and project management skills.
- Experience working in a public safety, high-stress, or shift-based environment.

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 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.