



JOB DESCRIPTION

Job Title: Workforce Engagement Administrator	Date Created: 04/17/2025
Department: Administrative	Date Revised:
Division:	Salary: \$83,847 – \$116,984
Grade: 32	FLSA: Exempt

Summary of Duties: The Workforce Engagement Administrator serves as a strategic advisor and collaborator across departments, responsible for aligning organizational culture with the center's strategic vision. This role works closely with directors, managers, and employees to ensure initiatives, decisions and operations reflect and reinforce the NTECC's values, mission and long-term goals. This position champions a healthy, inclusive and purpose driven work environment through thoughtful strategy, internal engagement and cultural stewardship. The Workforce Engagement Administrator works under the general supervision of the Administrative Services Manager and collaborates closely with the Executive Director and leadership teams.

Essential Job Functions:

- **Strategic Alignment & Engagement:** Partners with executive and department leadership to align goals, strategies, and operations with the organizational mission, vision, and core values. Ensures that all employee engagement efforts and internal communications reflect cultural and strategic consistency. Leads people-centered initiatives that enhance employee satisfaction, retention, and shared purpose.
- **Culture Stewardship & Development:** Monitors and promotes a healthy and inclusive workplace culture across the organization. Designs and facilitates programming, initiatives, and communication strategies that strengthen organizational identity and team cohesion. Serves as a strategic voice in shaping how change is communicated and embraced throughout the organization.
- **Collaboration & Leadership Integration:** Acts as a liaison between leadership and employees to ensure clear understanding of organizational direction and employee needs. Facilitates regular check-ins with departments to assess cultural alignment, morale, and collaboration effectiveness. Helps resolve organizational disconnects that impact staff morale or productivity.
- **Operationalizing Culture:** Works with HR, training, and other support functions to embed culture and values into the employee lifecycle—including recruitment, onboarding, development, and recognition. Provides guidance and tools to leadership for reinforcing positive culture through policies, systems, and leadership practices.
- **Measurement & Reporting:** Develops and maintains key performance indicators (KPIs) related to organizational culture, engagement, and alignment. Reports insights to leadership and makes data-informed recommendations for improvement.
- **Special Projects & Strategic Initiatives:** Leads or participates in special cross-functional projects that require strategic input and cultural oversight. Supports change management initiatives with a focus on human impact and long-term sustainability.

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 within the NTECC culture (core values: trust, professionalism, accurate & timely, compassion, teamwork, and our people).
- Ability to prioritize multiple demands and respond effectively under stress.
- Strong knowledge of employee engagement strategies, HR best practices, and retention principles.
- Skilled in conducting interviews, analyzing data, and developing solutions.

- Excellent interpersonal, communication, and active listening skills.
- Ability to manage projects, events, and initiatives independently and collaboratively.
- Proficiency in Microsoft Office programs such as Word, Excel, and PowerPoint.
- Ability to analyze employee survey data and retention metrics.
- Knowledge of applicable local, State, and federal laws, codes, and employment regulations.

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.
- Experience: Five (5) years of position-related experience in employee engagement, HR, or workforce development.
- 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.