



JOB DESCRIPTION

Job Title: Emergency Communications Operations Supervisor	Date Created: 07/09/2018
Department: Operations	Date Revised: 10/01/2024
Division:	Salary: \$65,696-\$91,660
Grade: 27	FLSA: Non-exempt

Summary of Duties: The Emergency Communications Operations Supervisor participates in and directly oversees the daily service and operations of the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works under the general supervision of the Operations Manager and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Supervises and coordinates Emergency Communication Specialists (ECS) engaged in the answering of emergency and non-emergency calls to the NTECC for police, fire, and emergency medical assistance for client agencies and the dispatching of agency resources; ensures information input into or retrieved from criminal databases is accurate and meets requirements or standards.
- Monitors staff for performance, training, and compliance with guidelines and standards; serves as subject matter expert as needed including de-escalating situations or identifying opportunities for improvements to policies and procedures.
- Provides technical assistance by monitoring various systems such as: the radio system, phone system, computerized dispatch system, TLETS, and others; notifies appropriate staff of malfunctions, recommends corrective action, and documents appropriately.
- Reviews scheduling and ensures proper coverage and skill sets are available on each shift; assigns overtime as needed; reviews timekeeping records.
- Partners with support services staff to continuously monitor and improve performance, processes, and procedures; conducts quality assurance reviews on radio traffic or calls as needed.
- Prepares or reviews statistical data required for reporting, analysis, review, and compliance; prepares various documents and reports to include shift reports, incident summaries, and other administrative paperwork.
- Complete performance reviews and review Daily Observation Reports on assigned staff and trainees; closely supervise and provide counseling for staff on performance improvement plans, and complete probationary performance reviews on assigned staff.
- Perform assigned ECS and Emergency Communications Training Specialist (ECTS) functions to assist with daily operations and training, as needed. Supervises trainees ensuring that observation reports are completed daily, and that all documentation is completed in a timely manner.
- 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.
- 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.
- Punctual and regular attendance 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).
- 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 individuals' and the NTECC's performance.
- Apply a high level of initiative, discretion, and judgment in accomplishing work.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

Minimum Qualifications and Conditions of Employment:

- Education: High school diploma or GED equivalent.
- Experience: Three (3) years of progressively responsible experience in public safety communications, including some leadership or supervisory experience.
- Demonstrated ability to successfully perform ECS job duties.
- Public safety communications strategies, practices, and technologies, including peripheral equipment used by Operations staff.
- Must pass all applicable pre-employment screenings to include a drug screen and background investigation.
- 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:

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.