



# ADMINISTRATIVE SERVICES MANAGER

North Texas Emergency Communications Center

Recruitment Services Provided By



# The Opportunity

The North Texas Emergency Communications Center (NTECC) is offering an excellent administrative opportunity for an experienced manager or supervisor who wants to work alongside a dedicated group of public safety support professionals as NTECC's Administrative Services Manager. This position is responsible for providing high-level administrative assistance to NTECC's personnel through active employee engagement, management, and oversight of an array of human resources functions, and those activities focusing on employee health and well-being - all of which occur within the environment of a fast-paced, regional public safety communications/dispatch center.





## The Organization: North Texas Emergency Communications Center

The North Texas Emergency Communications Center is a regional public safety communications hub for the North Texas communities of Addison, Carrollton, Coppell, and Farmers Branch. NTECC serves as the critical link between the public and all Police, Fire and EMS (Emergency Medical Services) personnel. NTECC's versatile staff handles a variety of public safety calls-for-service ranging from illegally parked vehicles to life-saving medical calls. The Center uses sophisticated digital technology to receive, and dispatch calls on as many as twelve different radio channels.

As a 24-hour, quad-cities emergency 9-1-1 operations center, NTECC's well-trained and dedicated staff are responsible for the duties and responsibilities in three internal service departments: Administration, IT (Information Technology) and Support Services, and one public-facing service department, Emergency Communications Floor Operations.

# NTECC Governance

NTECC is an independent, civilian led and operated, interagency collaborative formally incorporated on May 1, 2014. NTECC's mission is to provide excellent public safety communications to the public and each of the founding communities' police, fire, and EMS agencies. With a service culture predicated upon interagency collaboration and cooperation, NTECC's Board of Directors is composed of the City Managers from the four founding communities of Addison, Carrollton, Coppell, and Farmers Branch. The organization is also structured with a formal Operations Advisory Committee consisting of the Police and Fire Chiefs from each community. The governing board, which meets quarterly, oversees the Center's finances, personnel, policies, and agency planning.

NTECC is staffed by 75 full-time members; NTECC's day-to-day leadership is provided by an Executive Director who supports a Director of Emergency Communications, an IT (Information and Technology) Manager, and the Administrative Services Manager. NTECC's 2023 operating budget is \$2,779,596.

**75 FTE**  
EMPLOYEES

**\$2.8M**  
BUDGET





## Facility and Technology

Located in the northwest sector of the Dallas-Fort Worth (DFW) Metroplex in the City of Carrollton (TX), NTECC is a state-of-the-art public safety communications facility in terms of both its hardware and its software. NTECC serves all the member communities' law enforcement and fire departments thus standardizing communications among these agencies. NTECC is the State of Texas' first public safety communications/dispatch center to use an all-digital emergency communications platform to improve the 9-1-1 caller-to-operator interface. This innovative approach enables faster responses to incoming calls-for-service for law enforcement, fire departments, and EMS (Emergency Medical Services). This advanced technology enhances NTECC's existing GPS location mapping, and in the case of medical emergencies, potentially empowers everyday citizens to provide life-saving assistance in certain circumstances.

## The People

NTECC's staff represent the best in the business. NTECC has a public-facing focus and an internal services focus. The external services component consists of the Emergency Communications Floor Operations. Floor Operations is where NTECC staff receive and dispatch calls for police and fire/EMS services, handle the volume of officer-generated radio communications, and process the array of inquiries associated with the NCIC (National Crime Information Center). Internal services include Support Services which focuses on employee training and maintaining quality assurance standards; IT (Information Technology) which acquires, maintains and services NTECC's hard and software at NTECC's primary and back-up locations; and, Administrative Services which handles the various functions associated with the management and administration of human resources, including employee relations; policy development; wellness/well-being program administration; recruitment, hiring, on-boarding, retention, and separations; performance management; payroll; benefits administration; and risk management.



# The Position

NTECC is seeking an experienced manager to serve as the Center's champion while working collaboratively with the Center's existing leadership and three direct reports to enhance the overall employee experience.

This position functions with a significant amount of autonomy and associated responsibilities. Accordingly, the highest ethical standards and integrity are essential. Under the nominal supervision of the Center's Executive Director, this position positively impacts the employee experience by affirmatively promoting employee advocacy, championing what is in the best interests of the NTECC team, and through oversight of various critical internal services. This position is responsible for advancing and nurturing a healthy organizational culture and work environment where community engagement, staff recognition, and positive employee relations are emphasized. This position is integral to NTECC's effectiveness in recruiting, hiring, on-boarding, and staff retention efforts; handling internal investigations; providing staff training and development; goals and objectives setting; policy development; budgeting and forecasting; and risk management.

The Administrative Services Manager works with various municipal and public safety leaders across the partner agencies to develop and deliver high quality service levels to each of the four communities and the public. The Administrative Services Manager must maintain an elevated level of communication amongst the participating agencies, the Board of Directors, and the employee group. The Administrative Services Manager works proactively and collaboratively to ensure consistency and follow-through, while also ensuring effective service delivery remains a top priority. As an active leader within NTECC, the Administrative Services Manager is engaged with all levels of the organization. As the need arises, this position assists the NTECC team by carrying out cross-functional duties and responsibilities.

The key duties of the Administrative Services Manager include:

- Providing effective, adaptive leadership to promote optimized service delivery with focused attention on NTECC's mission, goals, objectives, and the responsible stewardship of resources.
- Mentoring and inspiring staff to provide outstanding customer service; nurturing and maintaining a positive organizational culture where all personnel are appreciated, valued, and recognized, both individually and collectively, for excellence in advancing agency goals and objectives.
- Ensuring effective and consistent training of agency personnel in keeping with the best and most promising practices and standards required by the public accreditation and certification entities.
- Maintaining operational efficiency by regularly evaluating service delivery methods; developing and monitoring performance metrics, including workload analytics and statistical reporting.
- Focusing on staff development to identify and/or create opportunities for professional advancement to ensure an effective organizational succession plan.
- Participating in the development and management of the agency's operating budget including reviewing and approving expenditures, forecasting future revenue, equipment, technology, and staffing needs.
- Attending and making presentations at meetings of NTECC's Board of Directors.
- Providing administrative oversight of service agreements and contracts with the member agencies receiving public safety communications services.
- Monitoring and assessing the agency's equipment and technology needs, including administrative oversight of maintenance contracts, and planning for future enhancements.
- Ensuring staff accountability by developing, modifying, and maintaining contemporary regulations, policies, and procedures; ensuring the equitable enforcement of regulations, policies, and procedures; recommending and imposing corrective actions; resolving employee grievances using contemporary methods and ensuring adequacy of documentation.
- Communicating effectively, both orally and in writing with all levels of management, technical/non-technical staff, and agency officials.
- Handling other duties as required.



## Ideal Candidate

The ideal candidate for the NTECC's Administrative Services Manager will have an established reputation as a supervisor, collaborator, communicator, and team-player who can connect with all levels of the NTECC team and who will possess the following traits and characteristics that will contribute to success:

- Genuinely committed to working with the existing team of highly valued NTECC staff to provide guidance, direction, mentorship, staff recognition, and professional development.
- A strong but approachable managerial presence for all internal staff and external stakeholders.
- A solid communicator with a demonstrated ability to engage others with professionalism, tact, and diplomacy to foster collaborative and cooperative relationships.
- Capable of resolving an array of human resource challenges while building trust and legitimacy and equally upholding standards of accountability.
- An ability to operate with independence and initiative while remaining aligned with the Executive Director's policy directives.
- An elevated level of emotional intelligence, strong organizational skills, particularly in the areas of human resources management, and a willingness to embrace NTECC's mission, goals, and objectives.
- Skilled in empowering staff, making consistent decisions with exemplary follow-through on policy implementation and communication, building consensus, and when necessary, speaking truth to power through strategically thoughtful dissent.
- Ability to work cooperatively with NTECC Board members and public safety leaders while being politically astute and situationally aware.



# Opportunities & Challenges

NTECC's service delivery model can present unique opportunities and challenges. NTECC's next Administrative Services Manager will need to be a people forward, appropriately inquisitive, strategic thinker who is well prepared to work with the NTECC's Executive Director and other stakeholders to address contemporary challenges including:

- Enhancing the employee experience to promote enhanced morale, professional growth, and employee well-being.
- Promoting an optimized, employee-friendly work environment given the stressors inherent in the operation of a continuously operational public safety communications center.
- Enabling a continual information flow to the Executive Director while ensuring the reliability of all information conveyed.
- Facilitating, influencing and shepherding the long-range exploration and planning for an eventual transition to a new physical location for NTECC.

# Qualifications

Any combination of equivalent experience and training that would provide the required knowledge, skills, and abilities may qualify. A typical way to obtain the requisite knowledge, skills, and abilities would be:

## **Education:**

Bachelor's degree from an accredited college or university in Business, Public Administration, Finance, or a related field is required.

## **Experience:**

- At least three years of progressively responsible administrative experience in a public safety organization with a strong background in human resources, finance, leadership, or supervision.
- At least two years of increasingly responsible supervisory experience.
- Public safety experience or knowledge of public safety strategies, practices and technologies is strongly preferred.

## **Certification:**

- SHRM, PHR, or SPHR Certification is strongly preferred.
- CPS certification, or one year of payroll experience, is preferred.
- Possession/Maintenance of a valid Texas Driver's License is required (or the ability to acquire Texas Driver's License within 90-days of employment).

## **Background Requirements:**

The selected candidate must pass all pre-employment screenings, including a drug screen and background investigation.

The selected candidate must pass an FBI criminal background fingerprint check and must comply with state and federal requirements for Criminal Justice Information Security Standards (CJISS).

# Compensation & Benefits

The full compensation range for this position is **\$81,799 - \$114,126** with final placement in the range dependent on qualifications and experience.

NTECC offers an excellent benefits package. Key benefits include:

**Retirement:** NTECC matches the employee's required contribution of 7% to the Texas County & District Retirement System (TCDRS).

NTECC requires employees to contribute to Social Security and Medicare.

**Health and Wellness:** NTECC provides a comprehensive benefits package as part of the total compensation package. These benefits support employees and their families through important life events. These benefit offerings include:

- Medical, Dental, and Vision Insurance
- Life and Long-Term Disability Insurance
- Flexible Benefit Plan
- Paid holidays, vacation, and sick leave





# The Recruitment Process

All qualified candidates are strongly encouraged to apply by **Monday, October 9, 2023** (preliminary review; recruitment will remain open until filled). Interested candidates are required to submit a comprehensive résumé and compelling interest letter when applying online at [www.mosaicpublic.com](http://www.mosaicpublic.com). All documents may be uploaded on this site.

Due to the public nature of searches in the State of Texas, confidential inquiries are recommended. Should you have any questions, contact Jacqueline Seabrooks at (916)550-4100 before submission of materials.

This recruitment incorporates existing rules and regulations governing public sector recruitment in the State of Texas. In accordance with public disclosure/open records laws, information submitted for consideration may be made available to the public upon request by interest parties.

*The North Texas Emergency Communications Center is an Equal Opportunity Employer.*