

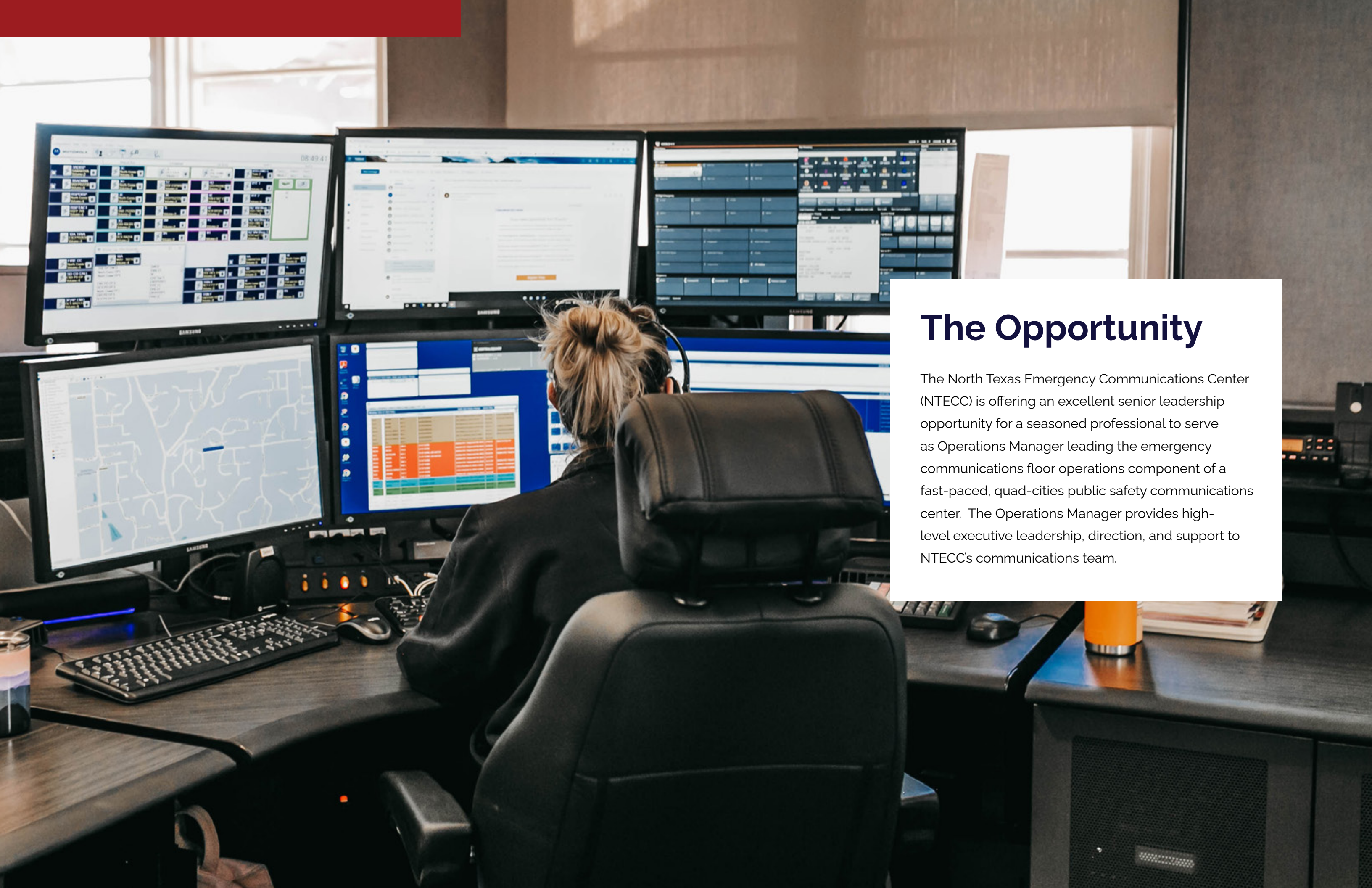


OPERATIONS MANAGER

North Texas Emergency Communications Center

Recruitment Services Provided By





The Opportunity

The North Texas Emergency Communications Center (NTECC) is offering an excellent senior leadership opportunity for a seasoned professional to serve as Operations Manager leading the emergency communications floor operations component of a fast-paced, quad-cities public safety communications center. The Operations Manager provides high-level executive leadership, direction, and support to NTECC's communications team.

The Organization: North Texas Emergency Communications Center

The North Texas Emergency Communications Center is a regional public safety communications facility serving the four 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) first response 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 using as many as twelve different radio channels.

As a 24-hour, quad-cities emergency 9-1-1 operations center and Public Safety Answering Point (PSAP), NTECC's well-trained and dedicated staff carry out the duties 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 firmly rooted in 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.

With its most recent budget approval, NTECC is staffed by 80 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 2024 total operating budget is \$11,092,263.

\$ 11.1M
Operating Budget

80FTE
Employees

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 led by the Operations Manager. 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 utilizing 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

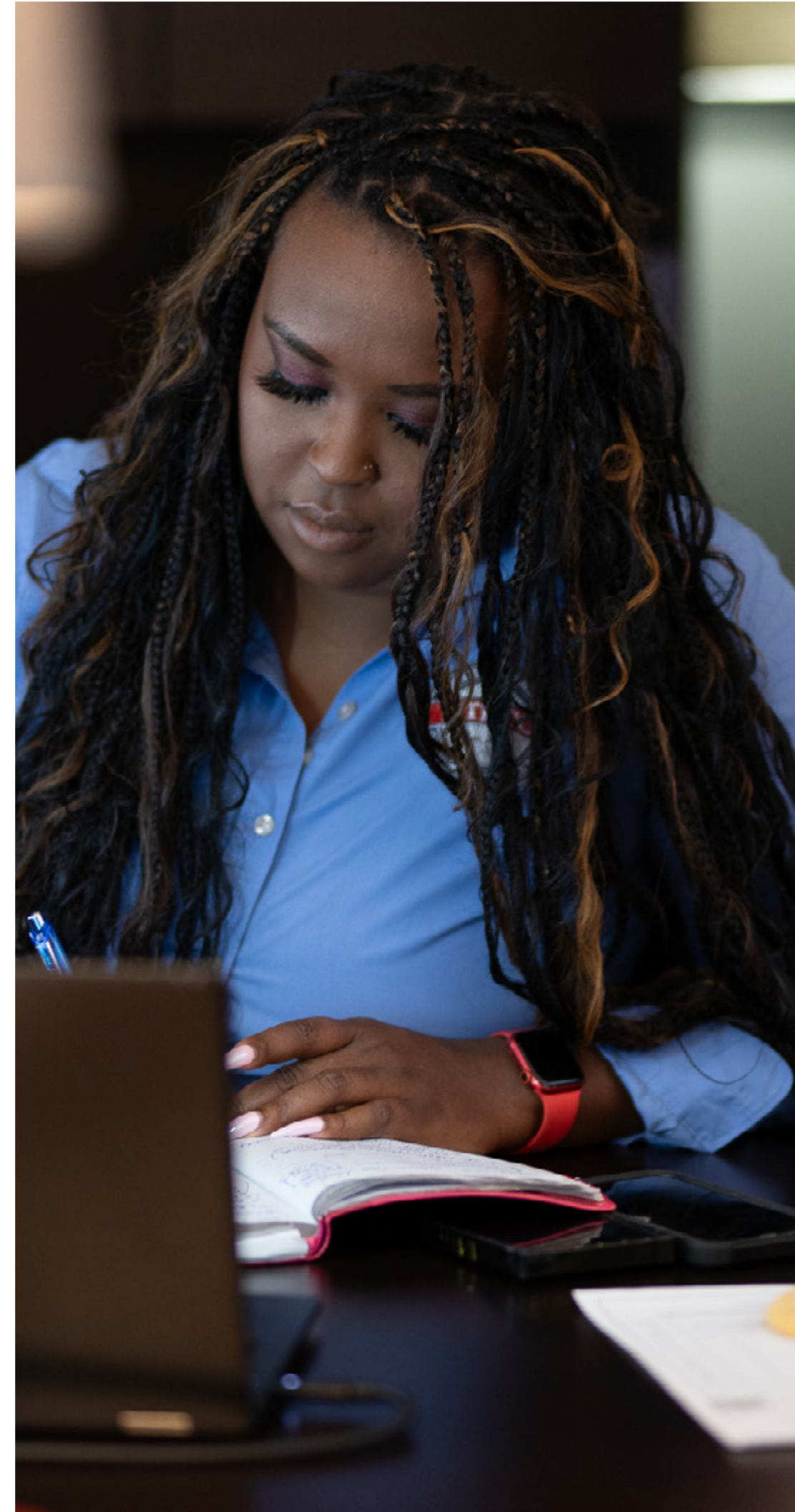
NTECC is seeking an experienced public safety communication professional who is strongly versed in all facets of providing public safety communications services within a fast-paced, quad-cities framework. The Operations Manager works under the general direction of the Executive Director and collaboratively with the Director of Emergency Communications to enhance the delivery of police/fire/EMS dispatch and communications services.

The Operations Manager functions with a significant amount of autonomy in carrying out the position's responsibilities. Accordingly, the highest ethical standards and integrity are essential. Under the nominal supervision of the Center's Executive Director and the Director of Emergency Communications, the Operations Manager is responsible for overseeing NTECC dispatchers and call-takers, assessing and proposing new technologies, ensuring quality controls enable compliance with national standards in public safety communications, evaluating and enhancing NTECC policies and procedures, while also promoting the NTECC vision, mission, and strategic plans. This position is integral to NTECC's effectiveness in terms of its being responsive to both internal and external clients. The Operations Manager works on-site with stakeholders from across the partner agencies to develop and deliver high quality services to each of the four member communities and to the public.

The Operations Manager works proactively and collaboratively within the NTECC team framework to ensure consistency and timely follow-through, while also ensuring effective service delivery, staff development, and top-notch customer service remain high priorities. As an active leader within NTECC, the Operations Manager must be present and actively engaged with all levels of the organization. As the need arises, this position may carry out cross-functional duties and responsibilities. Given the 24-hour nature of NTECC's services, and the need for the Operations Manager to occasionally respond to critical issues during non-business hours, this position does not lend itself to working remotely.

The key duties of the Operations Manager include:

- Providing effective leadership, guidance and direction to NTECC's public safety communications/dispatch staff.
- Being able to effectively use resources to operationalize NTECC's mission, vision, and strategic plans.
- Utilizing NTECC performance data to drive service enhancements and staff performance.





Ideal Candidate

The ideal candidate for the NTECC's Operations Manager shall have an established public safety management and leadership background, preferably at the director level, and considerable experience leading a multi-jurisdictional communications center in an urban environment. NTECC's next Operations Manager must be a collaborator, sound 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:

- Genuine commitment to working collaboratively and in co-partnership with NTECC's existing leadership team to provide leadership, guidance, direction, and mentorship to NTECC's call-takers, dispatchers, and involved others.
 - An elevated level of emotional intelligence, strong organizational skills, particularly in the areas of multi-agency 9-1-1 Centers and PSAPs (Public Safety Answering Point), 9-1-1 systems, associated industry standards, and emerging technologies associated with 9-1-1 center operations. Experience with VESTA 9-1-1 call handling systems is a benefit.
 - A willingness to embrace NTECC's broader mission, goals, and objectives while developing a vision for NTECC's floor operations team.
 - Solid communication capabilities, both verbally and in writing, with a demonstrated ability to engage others with professionalism, tact, and diplomacy to foster collaborative and cooperative relationships.
- An independent thinker with a strong but approachable executive leadership presence.
 - Demonstrated capability in resolving challenges while building trust and legitimacy and equally upholding standards of accountability.
 - An ability to operate with agility, independence, and initiative while remaining in alignment with the Executive Director and the Director of Emergency Communications.
 - Demonstrated skill 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 presents unique opportunities and challenges. NTECC's next Operations Manager will need to be a people forward, experienced executive who is an appropriately inquisitive strategic thinker. The Operations Manager will be well prepared to work with the NTECC's Executive Director, the Director of Emergency Communications, and other stakeholders to address contemporary challenges including:

- Promoting an optimized, employee-friendly work environment particularly given the stressors inherent in the operation of a continuously operational public safety call center which also serves as a Public Safety Answering Point (PSAP) for four communities..
- Facilitating, influencing, and shepherding NTECC's strategic plans which include an eventual transition to a new physical location.





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, Communications, Finance, or a related field.

Experience:

- At least five years of progressively responsible senior leadership experience - including supervisory responsibilities, preferably in a public safety communications center serving multiple jurisdictions.
- Public safety experience or knowledge of public safety strategies, practices, and technologies.

Certifications/Licenses:

- Successful completion of all required certifications within (1) year and continuous education training for acquisition/maintenance of current licenses, to include the Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License; NCIC/TCIC Full Access; CPR; IAED Emergency Medical Dispatch and IAED Emergency Fire Dispatch. Additional licenses and certifications may be required.
- Possession/Maintenance of a valid Texas Driver's License may be 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).

Salary & Benefits

The hiring range for this position is **\$105,000 - \$110,000** with final placement in the range dependent on qualifications and experience. NTECC offers an excellent benefits package. Key benefits include:

Retirement: NTECC matches, at a 2:1 ratio, 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

Relocation Assistance: Negotiable in accordance with NTECC policies.



The Application & Selection Process

A preliminary closing date has been set for **Monday, August 19, 2024**; however, candidates are encouraged to apply immediately by submitting a compelling cover letter and comprehensive résumé as this recruitment may close early once a sufficiently strong candidate pool has been established. Apply at:

www.mosaicpublic.com/careers

Due to the public nature of searches in the State of Texas, before submission of materials, confidential inquiries are welcomed to:

Jacqueline Seabrooks | Jackie@mosaicpublic.com | (916) 550-4100

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.

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