JOB DESCRIPTION

Job Title: Assistant Operations Manager	Date Created: 04/23/2019
Department: Operations	Date Revised: 10/24/2025
Division:	Salary: $85,086.00 - $101,899.00
Grade: 31	FLSA: Exempt

Summary of Duties: The Emergency Communications Assistant Operations Manager is responsible for providing leadership support to the Operations Department and participate in the daily operations of the North Texas Emergency Communications Center (NTECC). The Assistant Operations Manager works under the general supervision of the Operations Manager.

Essential Job Functions:

- Demonstrates a leadership presence that promotes the NTECC mission, vision, and strategic plans.
- Ensures all operational staff quarterly and annual performance evaluations are completed.
- 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.
- Reviews dispatch audio recordings; evaluates statistical reports; counsels and mentors assigned employees, as needed.
- Participates in conducting internal investigations and complaints, as needed.
- Manages administrative tasks for the Operations, including schedule development and maintenance, approval of overtime to ensure adequate coverage, processing payroll timesheet approvals, maintenance of personnel discussion documentation, etc.
- Partners with quality assurance and training 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.
- Assists in coordinating equipment testing. .
- Participates in the development and review of policies, procedures, and guidelines for operations.
- Must be available to respond to critical issues during non-business hours.
- Performs Operations Supervisor and ECS functions to assist with daily operations, as needed.
- Supports the relationship between the NTECC and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff; maintains confidentiality of work-related issues and NTECC information.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Represents the Center at local, regional, and National organizations relating to public safety communications.
- 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.
- Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans.
- Punctual and regular attendance to work.
- Performs other duties as assigned.
- **Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night)**.

Management reserves the rights 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:

- Leadership philosophy and supervisory techniques and practices.
- Ability to supervise, direct and develop assigned personnel.
- Apply a high level of initiative, discretion, and judgment in accomplishing work.
- Strong interpersonal skills to build and maintain rapport with employees at all levels and client agencies.
- Ability to address multiple demands simultaneously; prioritize work and responding to difficult situations under stress of time or circumstances; remain calm and operate effectively in high stress situations.
- Public safety communications strategies, practices and technologies, including peripheral equipment used by Operations staff.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

Minimum Qualifications:

- Education: High school diploma or GED equivalent.
- Experience: Three (3) years of progressively responsible supervisory experience in public safety communications.
- Must be as least 18 years of age.
- Must pass a drug screen.
- Communicating clearly and concisely verbally, and relaying details accurately.
- Must read, speak and write in 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 one (1) year of appointment. Certifications include: Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License; NCIC/TCIC full access, CPR, and IAED Emergency Medical Dispatch.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

Physical Demands and Working Environment:

The work behaviors (including duties, responsibilities, function, and tasks) of the position are listed in the above job description and below. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

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, or genetic information. NTECC provides reasonable accommodation to its employees and the public with disabilities, including veterans. For more information please contact NTECC.