



JOB DESCRIPTION

Job Title: Administrative Services Manager	Date Created: 06/26/2018
Department: Administration	Date Revised: 11/11/2021
Division:	Salary: \$74,093.03 - \$103,730.24
Grade: 31	FLSA: Exempt

Summary of Duties: The Administrative Services Manager (ASM) oversees and manages the functions of the Administrative Services Department for the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the direction of the Executive Director and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Supervises assigned employees, including the Administrative Services Coordinator (ASC); prioritizes and assigns work; conducts performance evaluations to ensure staff are sufficiently trained; makes hiring, termination, and disciplinary recommendations.
- Facilitates employee relations, to include mediating workplace conflicts, advising and assisting in the resolution of grievances, preparing management responses, participating, and advising in employee performance management processes, conducts internal investigations.
- Manages and participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Administers and reviews NTECC's comprehensive employee benefits and wellness programs for improvements.
- Manages NTECC hiring, recruitment, selection, on-boarding, retention, and separations.
- Manages personnel evaluation and performance management processes.
- Participates in the development and production of NTECC's annual budget, financial reports, and long-term financial forecasting for NTECC.
- Develops and implements goals, objectives, and work standards for the Administrative Services Department (ASD)
- Manages and implements financial controls and reporting in compliance with legal guidelines and organizational policies.
- Directs the processing of NTECC payroll.
- Manages NTECC risk management activities.
- Collaborates with the Executive Director, Deputy Director, Management, and supervisors to ensure NTECC complies with all required policies and procedures required by an auditor or other accreditation or certification processes.
- Must be available to respond to critical issues during non-business hours.
- 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 to work; 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 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:

- Ability to work with, supervise, direct, and develop a diverse team and assigned personnel.
- Ability to address multiple demands simultaneously; prioritize work and responding to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.
- Ability to apply HR and industry best practices and procedures for public sector management including supervision and evaluation techniques.
- General accounting practices and procedures; budget preparation and management.
- Applicable local, State, and Federal laws, codes, regulations, and ordinances.

Minimum Qualifications:

- Education: Bachelor's Degree in Business, Public Administration, Finance, or related field.
- Experience: Three (3) years of progressively responsible administrative experience which includes human resources or finance, leadership, or supervisory experience.
- Experience in preparation and analysis of budgets, development and implementation of policies and procedures.
- Knowledge of public safety strategies, practices and technologies preferred. Public safety experience preferred.
- Must pass all applicable pre-employment screenings to include a drug screen.
- Communicate clearly and concisely, relay details accurately both verbally and in writing.
- Must speak, read, 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:

- SHRM certification preferred.
- PHR or SPHR certification preferred.
- CPS certification preferred, or (1) year of payroll experience.
- 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.

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.