



Please submit resumes to:
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East Texas Council of Governments
Human Resources
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9-1-1 Support Specialist

Division: 9-1-1 Emergency Services
Reports to: Database Manager of 9-1-1 Emergency Services
State Classification: Support Specialist
Status: Full-time Position

FLSA Status: Exempt Non-Exempt

POSITION SUMMARY

The 9-1-1 Support Specialist is responsible for efficient and skillful performance of a wide variety of secretarial, database and general office duties. Typing of general correspondence, reports, contracts, financial statements, travel and other items with reasonable speed and a high degree of accuracy is required. The exercise of independent judgment and discretion in screening of calls, responding to requests for information and in performing public relations activities is required. The Support Specialist is also responsible for ensuring appropriate systems are implemented to ensure contractual, financial, and administrative. The 9-1-1 Support Specialist is also responsible for assisting in maintenance of the 9-1-1 databases as needed and/or required. The 9-1-1 Support Specialist is a direct report of the 9-1-1 Database Manager, but may also follows instructions from the Director of 9-1-1 Emergency Services for gathering documentation, information, and preparation of the Strategic Plan.

DATABASE SUPPORT (55%)

Works in close conjunction with 9-1-1 Database Manager, and 9-1-1 Technology Coordinator to maintain the statewide 9-1-1 Database through 9-1-1 Net or other products, spreadsheets and databases as appropriate or needed in order to resolve errors in telephone information or street MSAGs (Master Street Address Guide).

ADMINISTRATIVE DUTIES (35%)

Per forms complex typing assignments in accordance with established procedures and schedules with a thorough knowledge of computer software programs such as Access, Microsoft Word, Windows, etc. Operates numerous office machines including postage machine and reproduction equipment. Maintains necessary schedules of meetings and other activities, tracks contracts, prepares tables and does necessary mathematical computations as required. Produces and collates materials and assembles them into reports, contracts, agendas, and other presentations. Monitors all financial and contractual relationships with local government.

OTHER DUTIES (5%)

Performs other special projects and/or duties as assigned.

MINIMUM EDUCATIONAL REQUIREMENTS

High School Diploma or equivalent. Minimum five years experience in general office administration, administrative clerical, or similar position. *Equivalent combinations of education and experience will be considered.*

SPECIAL REQUIREMENTS, LICENSES AND CERTIFICATIONS

Position may involve work outside regular business hours as required by workload demands and supervisor.

REQUIRED KNOWLEDGE

- Knowledge of Microsoft Office Products, Internet Explorer and their applications in building tracking databases, correspondence and other documents as may be required.
- Working knowledge of contracts and procurement practices.
- Applied knowledge and strict observance of ETCOG's Customer Service Creed.
- Principles, policies, and practices of 9-1-1 system operations, budget administration, supervision, training, employee and organizational development, leadership, team building, motivation and conflict resolution; and business report writing.
- Principles and practices of public relations and customer service.

SKILLS AND ABILITIES

- General program support functions.
- Team player approach in work activities.
- Exceptional verbal and written communication skills and public presentation skills.
- Strong interpersonal skills.
- Computer software to support ETCOG and division functions.
- Valid Texas driver's license, good driving record and dependable transportation for business travel.
- Ability to work under pressure and meet deadlines.

- Ability to anticipate, identify, and effectively resolve problems.
- Ability to establish and maintain positive and cooperative working relationships with all levels of ETCOG staff, the 9-1-1 Advisory Committee members, the Executive Committee members, Board of Directors, and the general public.
- Ability to exercise appreciable initiative and independent judgment.
- Ability to identify problems, analyze information and develop solutions.

ETCOG CORE COMPETENCIES

- Leadership – Provides direction, motivation, and an example through open communication, positive attitude, optimism, and modeling best practices.
- Achievement Orientation – Balances competing priorities to meet all project and team commitments in a timely manner and delivers quality results.
- Concern for Effectiveness – Demonstrates a commitment to producing the highest quality work possible, while monitoring long-term impact.
- Teamwork - Recognizes independence and talent of each staff member; fosters a climate of trust, works within the team structure, understands the team perspective, and commits to goal attainment.
- Communication – Ensures that key issues are addressed and that important information is shared quickly and effectively up, down, and across the organization.
- Customer Service – Consistently demonstrates respect, responsiveness, and professionalism towards others while providing superior service for customers. Observes the ETCOG Customer Service Creed in all daily interactions with staff, elected officials, and other customers.
- Collaboration - Consistently identifies and pursues opportunities to collaborate with internal staff, regardless of Division, and external partners to deliver highest quality service and lowest possible cost.

POSITION-SPECIFIC COMPETENCIES

- Decision-making – demonstrates use of effective decision-making techniques that provide timely, appropriate, and ethical approaches to unresolved issues.
- Judgment/Discretion – demonstrates ability to represent ETCOG in a positive and proactive manner in all internal and external communications. Always presents a united position on difficult decisions. Handles confidential and sensitive information with great care and in accordance with appropriate standards. Always considers others' input, and personal values and ethics.
- Accountability – takes responsibility for division's activities and performance regardless of circumstances.
- Personnel management – accepts direction and communicates effectively help motivate and support the 9-1-1 Team.

- Compliance management – establishes and maintains systems and procedures to ensure all aspects of budgetary, legal, regulatory, and contractual requirements are met.
- Strategic thinking – demonstrates ability to facilitate discussions and recommend actions to support and expand agency goals and mission.
- Work Schedule Flexibility- Understands that work load demands may require work beyond a standard work week.

COMPENSATION

Full-time Position with competitive benefits package.

Hourly wage of \$10.00 – 12.00 per hour