



**Please submit resumes to:**  
Brandy Brannon, Director of Human Resources  
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East Texas Council of Governments  
Human Resources  
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**Working Title:** 9-1-1 Administrative Assistant  
**Division:** 9-1-1 Emergency Services  
**Reports to:** Director of 9-1-1 Emergency Services  
**State Classification:** Administrative Assistant  
**Rate of Pay:** \$10.00-\$11.00 per hour

**FLSA Status:**  Exempt  Non-Exempt

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### **POSITION SUMMARY**

The 9-1-1 Administrative Secretary is responsible for efficient and skillful performance of a wide variety of secretarial and general office duties. Typing of general correspondence, reports, contracts, financial statements, 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. Work assignments and changes in procedures are received with supervision and instruction from the Director of 9-1-1 Emergency Services. The Administrative Assistant is also responsible for ensuring appropriate systems are implemented to ensure contractual, financial, and administrative.

### **SPAN OF AUTHORITY**

With direction from the Director of 9-1-1 Emergency Services, the 9-1-1 Administrative Assistant performs required duties with moderate latitude for use of independent judgment. Adheres to financial constraints and/or budgets; assists the Director with gathering documentation, information and preparation for strategic planning. Must perform duties in accordance with ETCOG's customer service standards as expressed in the "Customer Service Creed" with a thorough understanding of the overall mission of ETCOG.

### **DESCRIPTION OF WORK**

#### **CONTRACT, PROJECT & EXPENSE TRACKING (45%)**

Prepares tables and does necessary mathematical computations as required. Reproduces and collates materials and assembles them into reports, contracts, agendas, and other presentations. Establishes and implements systems to review and

monitor all financial and contractual relationships with local governments, service providers, vendors, and other governmental agencies.

### **CORRESPONDENCE (30%)**

Performs 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.

### **ADMINISTRATIVE SUPPORT (20%)**

Works in close conjunction with the Director of 9-1-1 Emergency Services to maintain schedules, arrange business meetings, and generally support daily activities of the Director and other staff as needed. Arranges attendance to conferences, and seminars or on boards, panels, and committees and related accommodations as appropriate.

### **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 require work outside regular business hours as required by workload demands and supervisor.

### **REQUIRED KNOWLEDGE**

- Knowledge of Microsoft Office Products 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 CJ&PS 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 management 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 – provides direction and communicates expectations effectively while motivating staff to meet goals.
- 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.