**Planning and Regional Services - Public Safety**

**GENERAL DESCRIPTION: Project Manager / 9-1-1 PSAP Coordinator**

Supports 9-1-1 regional operations with networking infrastructure and equipment replacement projects within the Public Safety Program. Collaborates closely with the Public Safety Manager within a team of nine. This full-time position is based in Belton, Texas with up to 25% remote work option and 10-15% regional travel required, occasionally overnight.

**Organizational Relationships**

Reports to: Public Safety Manager

Directs: None

Other: Works with local, state, and federal government agencies; and has contact with program directors of the regional council, area elected officials, private firms, consultants, and the general public.

# Essential Job Functions

* Ensures the continued operation of 9-1-1 networks and equipment.
* Serves as the primary point of contact for PSAPs on a 24x7 basis.
* Makes regular contact with agencies to identify and solve problems.
* Manages complex projects in 9-1-1 networks and equipment replacement.
* Maintains direct relationships with 9-1-1 services providers and contractors.
* Monitors compliance with state requirements.
* Analyzes statistics and trouble reports to detect anomalies and performance issues.
* Assists in reviewing plans, proposals, and studies.
* Assists in developing policies and procedures for implementing plans or programs and measuring progress.

# KNOWLEDGE, SKILLS, AND ABILITIES

Requires knowledge of government organization and administration; principles, objectives, and procedures of governmental planning; standard office practices and procedures. Preferred knowledge includes PSAP operations; telco services and computer networking; familiarity with the Texas Administrative Code; knowledge of grant writing and grant management; understanding of parliamentary procedures; and geographic information systems.

Requires skill/ability to: manage complex projects**;** organize work priorities effectively; use computers, applicable software, and related equipment; work at intermediate to advanced level on all Microsoft Office software (including Excel, Outlook, Word, PowerPoint, Publisher); demonstrate strong attention to detail; conduct research and analysis of statistics and trouble logs; interpret and apply broad standards and policies to programmatic operations; demonstrate proficiency both oral and written communication; and collaborate effectively with co-workers, local, state, and federal agencies, elected officials, peace officers, private firms, and the general public.

Physical requirements include occasional lifting/carrying of 25 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing,reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment, using a computer. Some travel is required.

# EXPERIENCE AND TRAINING

# Equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

* Associate’s degree or higher;
* Two years of college plus at least two years of experience in project management or 9-1-1 operations or grant management
* High school diploma or equivalent, plus at least three years of experience in above areas.
* Suitable previous positions: Project Manager, 9-1-1 Telecommunicator, 9-1-1 Dispatcher

# CERTIFICATES AND LICENSES REQUIRED

* Appropriate Texas Driver’s license
* PMP and/or ENP preferred

**SALARY:** $55,000-60,000 annually, plus benefits

An application is available at: <https://ctcog.org/about/careers/>

Please send applications **and** résumés to:

Central Texas Council of Governments Attn: Jeannie Horne

2180 N Main Street Belton, Texas 76513-0729

Or email to: jeannie.horne@ctcog.org

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