



Job Posting – June 12, 2023

POSITION: 9-1-1 PROGRAM SPECIALIST

REPORTS TO: DIRECTOR – REGIONAL 9-1-1 NETWORK

CLASSIFICATION: NON-SUPERVISORY POSITION

BASIC FUNCTION:

The 9-1-1 Program Specialist should have a general understanding of the overall operations of the Regional 9-1-1 Network. The Program Specialist is responsible for coordinating public education programs, coordinating PSAP staff training, as well as conducting internal training on the current 9-1-1 system, communication with PSAP staff, and other duties/projects as assigned by the Director of the Regional 9-1-1 Network. Responsible for all areas of public education including developing materials, scheduling and making presentations to schools, and community/civic groups and events. Must be able to successfully work with elected officials and all 9-1-1 stakeholders. Works under general direction with moderate latitude for the use of initiative and independent judgment.

DUTIES AND RESPONSIBILITIES:

- Assists in preparing periodic reports
- Assesses and analyzes emergency communications and 9-1-1 public education needs.
- Responsible for ordering and distribution of public education materials
- Maintains an inventory of public education materials and costs
- Prepares audiovisuals and other media for presentations
- Maintains a calendar of 9-1-1 public education
- Modifies existing methods and procedures to meet state agency changes, legislative changes, and operating needs.
- Prepares special occasion packages and coordinates deliveries to telecommunicators in the DETCOG region
- Staffs and provides public education materials for booths at safety/community/civic events throughout the region
- Maintains a training schedule of courses for 9-1-1 telecommunicators
- Maintains all training documentation for courses provided
- Performs related work as assigned.

KNOWLEDGE, ABILITIES AND SKILLS REQUIRED:

- Knowledge of the 9-1-1 network and the telecommunicator's role in emergency services
- Practices and techniques of group process, group dynamics and interpersonal relations
- Excellent Public speaking skills
- Written and verbal communication skills
- Proficiency with Microsoft Office
- Knowledge of the Texas Commission on Law Enforcement (TCOLE) rules, training requirements, and training documentation
- Curriculum design and development

- Attention to detail
- Organization and planning
- Interpersonal skills

PERFORMANCE QUALIFICATIONS:

- Experience in public speaking to various age groups
- Experience in teaching using various instructional learning methods
- Must obtain TCOLE Instructor certification
- Must complete Fraud, Waste and Abuse Training
- Must complete Ethics and Compliance Training
- Must complete Cybersecurity Training
- 9-1-1 Telecommunicator experience and/or certified TCOLE Instructor

EDUCATIONAL AND EXPERIENCE:

Graduation from an accredited two-year college or university with major course work in education, communications, public relations, or a related field is generally preferred. An equivalent or sufficient combination of experience and education may be substituted for one another to perform the essential duties of the job as described.

SALARY: \$36,500 to \$39,000 annually depending on experience. Benefits include retirement plan, health insurance, and other benefits.

APPLICATION PROCEDURE:

Submit completed application and resume to the DETCOG Human Resource Director by one of the following methods:

- Email to: lsargent@detcog.gov
- Mail to DETCOG Attn: Personnel, 1405 Kurth Drive, Lufkin TX 75904

Application can be found online at www.detcog.gov under the "Notices & Resources:" tab.

APPLICATION DEADLINE:

Interested and qualified persons are encouraged to apply without delay. This position is open until filled.

DETCOG IS AN EQUAL OPPORTUNITY EMPLOYER