



**CITY OF SUGAR LAND**  
is pleased to offer applicants the opportunity to apply for  
the position of:

## **Public Safety Dispatcher - Certified**

**SALARY:** \$20.60 - \$23.69 Hourly  
\$1,648.00 - \$1,895.20 Biweekly  
\$42,848.00 - \$49,275.20 Annually

**OPENING DATE:** 05/04/21

**CLOSING DATE:** 05/31/21 05:00 PM

### **POSITION DESCRIPTION:**

At the City of Sugar Land, we are looking for people driven by a desire to contribute, possess a willingness to be challenged, and are committed to public service. Our champion employees are a driving factor for making Sugar Land "One of America's Best".

The Public Safety Dispatch Department has an opening for a Public Safety **Dispatcher-Certified**. The primary responsibility of the Public Safety Dispatcher position is to respond to complaints and emergency situations within the City limits and extra territorial jurisdiction. This is accomplished by assisting citizens in need of both emergency and non-emergency services.

The City of Sugar Land is now offering a hiring incentive of \$5,000 (gross amount) for selected candidates who are TCOLE-licensed Telecommunicators.

This hiring incentive would be payable in the following four phases:

- Phase I: \$750 (gross) payable on hire and will be included on the first paycheck from the City of Sugar Land;
- Phase II: \$750 (gross) payable on successful completion of the Call-taking phase of the training program, and will appear on the paycheck for the pay period immediately following this milestone;
- Phase III: \$1,000 (gross) payable on successful completion of the entire dispatch training program, and will appear on the paycheck for the pay period immediately following this milestone; and
- Phase IV: \$2,500 (gross) payable in the pay period following the employee's second anniversary with the Public Safety Dispatch Department.
- The employee must be actively employed by the City's Public Safety Dispatch Department when each installment becomes payable.

***If you have had a telephone or face-to-face interview for a Public Safety Dispatcher position within the last 12 months, please do not apply again until after May 4, 2022.***

### **SUMMARY OF DUTIES:**

- Assists citizens in need by gathering information using multi-line phone systems, TDD and other communications equipment, answering 911 and non-emergency phone calls for Police, Fire, EMS and others, using the CAD (Computer Aided Dispatch) system to enter and retrieve information, processing and forwarding calls as required using computer and phone systems.

- Provides Police and Fire dispatch services by maintaining radio communications, broadcasting gathered information to Police and Fire personnel based on needs of the request for service.
- Verifies, records and relays information from Police and Fire personnel in the computer system and other records.
- Operates State and Nationwide computer systems, including SETCIC, TLETS and NLETS, by maintaining and retrieving information in the database.
- Maintains records, logs and filing systems as required by departmental policy, law, or other rule or directive.
- Serves as a communication link in Emergency Management events such as natural disasters, etc.
- Receives mid-level training and/or advanced training in Telecommunications operations and procedures.
- Performs other such duties as are necessary for the efficient operation of the division and/or shift as defined by the senior dispatcher on duty, Public Safety Dispatch Shift Supervisor, or other superior officer.

### MINIMUM QUALIFICATIONS:

- High school graduate, GED or equivalent.
- One year of experience as a Public Safety Dispatcher in a high volume call center.
- Must be certified by the Texas Department of Public Safety in TCIC/NCIC operations.
- Must be certified as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE).

### ADDITIONAL INFORMATION:

Applications will be accepted until 5pm on Monday, May 31, 2021. Candidates that meet the minimum requirements will receive an invitation for a skills assessment and instructions to self-schedule their test. Test dates are **June 9, 10, 16 and 17, 2021**. **The candidates that pass the test will be scheduled for a telephone interview. Candidates who successfully pass the telephone interview will be invited to participate in the National Dispatcher Selection Test scheduled for 8am, Thursday, June 24, 2021.**

***If you have had a telephone or face-to-face interview for a Public Safety Dispatcher position within the last 12 months, please do not apply again until after May 4, 2022.***

The City of Sugar Land is an equal opportunity employer.

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APPLICATIONS MAY BE COMPLETED ONLINE AT:  
<http://www.sugarlandtx.gov>

2700 Town Center Blvd., N  
 Sugar Land, TX 77479  
 (281) 275-2735

[jobs@sugarlandtx.gov](mailto:jobs@sugarlandtx.gov)

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Position #2000133  
 PUBLIC SAFETY DISPATCHER - CERTIFIED  
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### Public Safety Dispatcher - Certified Supplemental Questionnaire

- \* 1. Education will be verified. Do you have a high school diploma or GED?

Yes  No

\* 2. Do you have one year of experience as a Public Safety Dispatcher (911 Operator) in a high volume call center?

Yes  No

\* 3. Are you certified by the Texas Department of Public Safety in TCIC/NCIC operations?

Yes  No

\* 4. Are you certified as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE)?

Yes  No

\* Required Question