



CITY OF MISSOURI CITY
invites applications for the position of:

Telecommunications Officer - 911 Dispatcher

An Equal Opportunity Employer

SALARY:

Hourly
\$20.94 - \$25.12

Annually
\$43,549.00 - \$52,259.00

OPENING DATE: 02/10/21

CLOSING DATE: Continuous

DEFINITION:

This is an entry-level, technical staff, full-time position with the City of Missouri City Police Department. Generally working 2nd and 3rd shift, weekends and holidays. The incumbent is responsible for dispatching police, fire and animal control personnel to emergency and non-emergency calls for service in the City.

**EXAMPLES OF
WORK:**

- Respond to emergency calls for service, collect essential information from callers; determine nature of emergency; dispatches appropriate personnel; assist callers according to Departmental policies and procedures;
- Provide information to police or fire personnel; refer non-emergency calls to appropriate departments; enter data into division, department or similar databases; and assist walk-in visitors;
- Perform clerical or administrative duties; research information as requested or directed; provide information to the public and other departments; and process various documents;
- Record and maintain systems and jail board logs;
- Develop and maintain familiarity with the City's geography;
- Must be able to work any shift, weekends and/or holidays;
- Perform other related duties as assigned;
- Subject to 24-hour recall.

**EDUCATION,
EXPERIENCE,
OR
CERTIFICATION:**

A High School Diploma or General Education Development (GED) Certificate and a minimum of 40 words per minute are required. One year or more professional experience as a public safety dispatcher is preferred. Prior experience as a dispatcher, customer service representative or closely related experience is desired.

**SUPPLEMENTAL
INFORMATION:**

The Department of Human Resources & Organizational Development may consider an equivalent combination of education, training and/or experience.

APPLY ONLINE BY CLICKING THE FOLLOWING LINK:

<http://missouricitytx.gov>

CONTACT US:

1522 Texas Parkway
Missouri City, TX 77489
(281) 403-8500

humanresources@missouricitytx.gov

Job #21021-12
TELECOMMUNICATIONS OFFICER - 911 DISPATCHER
HR

An Equal Opportunity Employer

Telecommunications Officer - 911 Dispatcher Supplemental Questionnaire

- * 1. Which of the following best represents the highest level of education you have earned?
 - Less than high school or GED
 - High school or GED
 - Associates, vocational or technical degree or diploma
 - Bachelor's degree
 - Masters or above
- * 2. Which of the following best represents your keyboarding/typing speed in Words Per Minute (WPM)?
 - 00 - 19 WPM
 - 20 - 29 WPM
 - 30 - 39 WPM
 - 40 - 49 WPM
 - 50 or more WPM
- * 3. Which of the following best represents the field or area in which you earned your experience as a customer service representative, dispatcher, call center specialist or closely related field?
 - None - N/A
 - Other related field
 - Call center/Customer service representative
 - Fire/EMS dispatcher
 - 911 dispatcher
- * 4. Beginning on September 1, 2015, The Texas Commission on law enforcement added required training for Telecommunication Officers, leading to certification. Which of the following best represents your certification status:
 - None/NA
 - Basic Proficiency Certificate
 - Intermediate
 - Advance
 - Master
- * 5. Have you ever been convicted of any felony offense? (A conviction includes probation, community supervision, or deferred adjudication for purposes of this application)
 - Yes
 - Not Sure
 - Would like to discuss during a face-to-face interview
 - No
- * 6. Have you ever been convicted of a Class A Misdemeanor? (A conviction includes probation, community supervision, or deferred adjudication for purposes of this

application)

- Yes
 - Not Sure
 - Would like to discuss during a face-to-face interview
 - No
- * 7. Have you ever been convicted of a Class "B" Misdemeanor? (A conviction includes probation, community supervision, or deferred adjudication for purposes of this application)
- Yes
 - Not sure
 - Would like to discuss during a face-to-face interview
 - No
- * 8. If you have a Class "B" Misdemeanor conviction, how long ago was said conviction?
- Not sure
 - Less than 10 years ago
 - N/A
 - More than 10 years ago
- * 9. Have you been cited for a "moving" traffic violation within the past 12 months (e.g., speeding, ran red light, ran stop sign, etc.)?
- Yes
 - Not sure
 - No
- * 10. Other than a traffic ticket, have you ever been convicted of a Class "C" Misdemeanor? (A conviction includes probation, community supervision, or deferred adjudication for purposes of this application)
- Yes
 - Not sure
 - No - N/A
- * 11. If you answered "Yes" to the Class "C" misdemeanor question, indicating having a conviction, how long ago was said conviction?
- Less than 2 years ago
 - Not sure
 - More than 2 years ago
 - N/A
- * 12. Have you ever sold, or possessed a controlled substance with the intent to deliver?
- Yes
 - Not sure
 - No
- * 13. Have you performed any kind of drug related activity after age 25?
- Yes
 - Not sure
 - Never - N/A
- * 14. Have you ever used illegal drugs such as cocaine, heroin, speed, steroids, downers, etc.?
- Yes
 - Not Sure
 - No
- * 15. If you answered "yes" to ever using illegal drugs, how many times did you use?
- More than 5 times
 - Less than 5 times
 - None - N/A
- * 16. Have you ever used any "hallucinogenic" drugs such as ecstasy, LSD, PCP, or any other

types of hallucinogens?

- Yes
- Not sure
- No

* 17. How many times have you used marijuana, if ever?

- Not sure
- More than 20 times
- Less than 20 times
- Never - N/A

* 18. When was the last time you used marijuana, if ever?

- Not sure
- Within the last 3 years
- More than 3 years ago
- Never - N/A

* 19. Are you aware of ANY information that would preclude you from assuming the role of Communications Officer (911 Operator) with the City of Missouri City Police Department?

- Not sure
- Yes
- Would prefer to discuss during a face-to-face interview
- No

* 20. How often have you taken high risk emergency calls via telephone, such as reports of traffic accidents, requests for assistance related to violent crimes, or similar emergency calls for assistance)?

- Never - N/A
- Several times per month
- Several times per week
- Several times per day
- Several times per hour

* 21. If invited, are you able to attend a two-part (approximately five hour testing process that includes keyboard exam, written test, and similar assessments)?

- No
- Not sure
- Yes

* Required Question