



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

Public Safety Dispatcher - Recruit/Certified

SALARY: \$22.00 - \$25.88 Hourly
 \$1,760.00 - \$2,070.40 Biweekly
 \$45,760.00 - \$53,830.40 Annually

OPENING DATE: 03/17/22

CLOSING DATE: Continuous

POSITION DESCRIPTION:

At the City of Sugarland, 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 one opening for either a Public Safety Dispatcher Recruit or Certified Public Safety Dispatcher. 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.

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:

Public Safety Dispatcher Recruit: Hourly Rate: \$22.00.

High school graduate, GED or equivalent. Must be capable of being certified by the Texas Department of Public Safety in TCIC/NCIC operations within 6 months of employment or assignment. Must be capable of being certified as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement Standards and Education (TCLEOSE) within one (1) year of employment or assignment. Must be able to work a flexible schedule, which will include working all shifts, weekends, and holidays. Must pass a City-Administered typing test with a minimum typing speed of 45 words per minute. Hourly Rate: \$22.00

Certified Public Safety Dispatcher Requirements: Hourly Rate: \$22.50-\$25.88 (DOQ)

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 Standards and Education (TCLEOSE).

ADDITIONAL INFORMATION:

City of Sugar Land offers a \$5,000 (gross) hiring incentive for **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 their 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 their 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 their 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.

NOTE: All candidates must be able to pass a Criminal History background check PRIOR to the interview.

The City of Sugar Land is an equal opportunity employer.

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

Position #2200349
PUBLIC SAFETY DISPATCHER - RECRUIT/CERTIFIED
MA

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