



Thank you for your interest in the position of

**Emergency 911 Dispatch  
Assistant Supervisor**  
City of Levelland Police Department

In this packet you will find:

- Job description
- Employment Application
- Personal History Statement
- Applicant Notification / Release of Information Form
- Affirmative Action Form

To be considered for this position, **complete and return** the Application packet to include our Application of Employment, Personal History Statement, Applicant Notification / Release of Information Form, Affirmative Action Form, and resume should you choose to include.

The Affirmative Action Form is voluntary and will not adversely affect any consideration you may receive for employment. Leave it blank if you do not wish to provide that information.

The City of Levelland is a drug-free workplace and any candidate for the City position is required to pass a drug test before an offer of employment can be made. A physical exam, psychological exam, driving records check and background check are also conducted before an offer of employment can be made. Any offer of employment is contingent on results from medical tests and background checks.

This position will remain open until it is filled.

If you have any questions regarding this packet, please the City of Levelland Employee Success Team at 806-894-0113 or email [citysec@levellandtexas.org](mailto:citysec@levellandtexas.org).

**PLEASE REMOVE AND KEEP THIS MEMO AND  
THE JOB DESCRIPTION FOR YOUR RECORDS**

**RETURN YOUR COMPLETED APPLICATION,  
AFFIRMATIVE ACTION FORM AND RELEASE OF  
INFORMATION FORM (IF REQUESTED) TO CITY  
HALL (1709 Ave. H, Levelland) or MAIL AS  
FOLLOWS:**

**City of Levelland  
Attn.: Human Resources  
PO Box 1010  
Levelland, TX 79336**

# Class Title: Emergency Dispatch Assistant Supervisor

## **BRIEF DESCRIPTION:**

- Assist the Communications Supervisor in overseeing daily dispatch center operations.
- Supervise telecommunicators during assigned shifts, ensuring efficient and accurate handling of all calls for service.
- Serve as acting supervisor in the absence of the Communications Supervisor.
- Provide coaching, mentoring, and training for new and existing telecommunicators.
- Monitor radio traffic and CAD entries to ensure compliance with department policies and TCOLE standards.
- Assist with scheduling, shift coverage, and documentation of time and attendance.
- Conduct quality assurance reviews, including call monitoring and report audits.
- Compile shift summaries, operational reports, and performance notes for review by command staff.
- Maintain working knowledge of all communications technology, including CAD, TLETS/NCIC, phone, and radio systems.
- Support the department's mission by promoting teamwork, professionalism, and public service excellence.
- Attention to detail: meticulousness in handling sensitive information, record-keeping and data entry.
- Full-time position: shift assignments may include nights, weekends, and holidays.
- The Assistant Supervisor is an essential employee subject to on-call or emergency response as needed.

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or GED required.
- Minimum 3 years of experience as a full-time Telecommunicator in a public safety dispatch center.
- TCOLE Basic Telecommunicator License required; Intermediate or Advanced License preferred.
- Demonstrated leadership ability or experience serving as a shift lead, trainer, or acting supervisor.
- Working knowledge of CJIS/TLETS systems, CAD/RMS platforms (Tyler Technologies preferred), and emergency communications procedures.
- Must meet all state and departmental requirements for background, psychological, and drug screening.
- Must maintain CJIS and TCOLE compliance at all times.

## **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Responds to public complaints and emergency situations, both for Levelland and surrounding towns, by receiving emergency calls or complaints, identifying problems, gathering required information, locating the appropriate responding agency, dispatching information, and units from all agencies, requesting information from officers, maintaining radio traffic to keep units aware of situations in need, transmitting response, logging calls and monitoring operation status of systems.
2	S	Provides assistance to residents and visitors by communicating and relaying messages and information and interacting with citizens on a regular basis.
3	S	Maintains data and paperwork for municipal, county, and federal courts by entering information such as warrants, criminal history, DUI checks and protective orders into the computer and completing overall work-up for the operating data terminal.
4	S	Monitors alarms by dispatching personnel and conducting tests of sirens.
5	S	Provides office support by cleaning Dictaphones, changing tapes and keeping times for 911 telephones, Dictaphones and radio.

## JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	High School Diploma or GED required. Minimum 3 years of experience as a full-time Telecommunicator in a public safety dispatch center. TCOLE Basic Telecommunicator License required; Intermediate or Advanced License preferred. Demonstrated leadership ability or experience serving as a shift lead, trainer, or acting supervisor. Working knowledge of CJIS/TLETS systems, CAD/RMS platforms (Tyler Technologies preferred), and emergency communications procedures. Must meet all state and departmental requirements for background, psychological, and drug screening. Must maintain CJIS and TCOLE compliance at all times.
Experience	Minimum 3 years of experience as a full-time Telecommunicator in a public safety dispatch center.
Certification and Other Requirements	Valid Texas Driver's License, TCOLE Basic Telecommunicator License required; Intermediate or Advanced License preferred.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Strong written and verbal communication skills, with a focus on documentation accuracy and professionalism.
Managerial	Gives and receives directions.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Will be responsible for direction or supervision of others.
Complexity	Judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Decisions regarding establishment of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R=Rarely Less than 1 hour per week	N = Never Never occurs.
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*This is a description of the way this job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY	DESCRIPTION
Standing	O	To file
Sitting	C	At workstation
Walking	R	To and from files and office equipment
Lifting	R	Files, books, supplies
Carrying	R	Files, books, supplies
Pushing/Pulling	O	File drawers
Reaching	F	For the telephone
Handling	C	Paperwork
Fine Dexterity	C	To use computer keyboard
Kneeling	R	To file in lower drawers
Crouching	N	
Crawling	N	
Bending	R	To get books and supplies on lower shelves
Twisting	F	Around workstation
Climbing	R	Stairs
Balancing	N	
Vision	C	To read
Hearing	C	Communicating over the telephone and radio
Talking	C	Communicating over the telephone and radio
Foot Controls	O	When operating radio
Other (Specify)	N	

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone headset, fax machine, radios, paging system, Dictaphone, TDD machine, Emergency Defense System, computer, and related software

**ENVIRONMENTAL FACTORS:**

D=Daily	W=Several Times Per Week	M=Several Times Per Month	S=Seasonally	N=Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Respiratory Hazards	M	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	
Electrical Hazards	N	Noise and Vibration	D	Shop	
Fire Hazards	N	Wetness/Humidity	M	Vehicle	
Explosives	N	Physical Hazards	S	Outdoors	
Communicable Diseases	N			Other (see 2 below)	
Physical Danger or Abuse	N				
Other (see 1 below)					

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C=Continuously 2/3 or more of the time	F=Frequently From 1/3 to 2/3 of the time	O=Occasionally Up to 1/3 of the time	R=Rarely Less than 1 hour per week	N=Never Never occurs
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NON-PHYSICAL DEMANDS	
Time Pressure	C
Emergency Situation	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other	N

(3) N/A

**SIGNATURE – REVIEW AND COMMENTS:**

I have reviewed this job analysis and its attachments, and I can perform all the essential functions of this position provided I have the reasonable accommodations noted below.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Telecommunications Supervisor

Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

Police Chief

Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

☐ No Accommodations Needed

☐ Reasonable Accommodations Needed

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.

**Job Description Signature Page - Return this page with your completed application.**

**Application For Employment**  
**1709 Ave. H. PO Box 1010 Levelland, Texas 79336**  
**Phone 806-894-0113 Fax 806-894-0119**

**Important: Read carefully and sign this application. Answer every question concisely but completely. Incomplete applications will not be considered.**

Emergency Dispatcher Assistant Supervisor \_\_\_\_\_  
POSITION DESIRED \_\_\_\_\_ DATE \_\_\_\_\_

NAME \_\_\_\_\_  
(Last Name) (First Name) (Middle)

Mailing Address \_\_\_\_\_  
Number Street or Avenue City State Zip

Telephone No: Home \_\_\_\_\_ Cell \_\_\_\_\_ E-Mail \_\_\_\_\_

Do you have any relatives employed by the City of Levelland? ☐ Yes ☐ No

Department: \_\_\_\_\_ Their Name(s): \_\_\_\_\_  
Relationship \_\_\_\_\_

Have you been interviewed by the City previously? ☐ Yes ☐ No

When \_\_\_\_\_ What Position? \_\_\_\_\_ By Whom? \_\_\_\_\_

Check all types of work you will accept: ☐ Full Time ☐ Seasonal/Temporary ☐ Part Time

When will you be able to report for work? \_\_\_\_\_ Minimum salary requirement \_\_\_\_\_

Are you a U.S. Citizen? : ☐ Yes ☐ No

If not, provide alien registration number: \_\_\_\_\_

Have you ever been convicted of a felony: ☐ Yes ☐ No

Prior to employment, applicant will be investigated as to convictions for prior criminal offenses. A prior conviction will not automatically disqualify an applicant for employment and will be considered only as is related to the job applied for. Details (charges, penalties, where, when currently on parole, probated sentence) are requested.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you able to perform the essential functions of the job? ☐ Yes ☐ No

If no, which essential functions will you be able to perform? \_\_\_\_\_

What reasonable accommodations would help you to perform the essential functions? \_\_\_\_\_

\_\_\_\_\_  
High School or GED \_\_\_\_\_  
School City/State Last Grade Completed



College/University: \_\_\_\_\_

Location

Sem.  
Hours

Major

Minor

Type  
of Degree

Special Skills and Qualifications - Summarize special skills and qualifications acquired from employment or other experience. Also, if applicable, indicate number of people you have supervised.

EMPLOYMENT RECORD - Start with your present or most recent job, include military service assignments and volunteer activities. Exclude organizations names which indicate race, color, religion, sex, national origin, or disability. Must include full and complete employment history for last 15 years as applicable. Explain breaks in employment, including unemployment benefits. Attach additional pages if necessary. **This section must be fully completed despite the possible enclosure of a resumé.**

May we contact your present employer? ☐ Yes ☐ No

Employer _____	Telephone (____) _____
Job Title _____	Dates Employed: From _____ To _____
Salary: Starting \$ _____ Final \$ _____	Per <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Year
Supervisor _____	
Worked Performed _____	
Reason for Leaving _____	
Employer _____	Telephone (____) _____
Job Title _____	Dates Employed: From _____ To _____
Salary: Starting \$ _____ Final \$ _____	Per <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Year
Supervisor _____	
Worked Performed _____	
Reason for Leaving _____	
Employer _____	Telephone (____) _____
Job Title _____	Dates Employed: From _____ To _____
Salary: Starting \$ _____ Final \$ _____	Per <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Year
Supervisor _____	
Worked Performed _____	
Reason for Leaving _____	

**SIGNATURE – REVIEW AND COMMENTS:**

I have reviewed this job analysis and its attachments, and I am able to perform all the essential functions of

this position provided I have the reasonable accommodations noted below.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Telecommunications Supervisor  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

Police Chief  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

☐ No Accommodations Needed

☐ Reasonable Accommodations Needed

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.

**Job Description Signature Page - Return this page with your completed application.**

**READ CAREFULLY BEFORE SIGNING**

I hereby certify that the statements made, and answers given by me to the foregoing and following questions are true and correct and that there are no omissions of any kind whatsoever. I agree that any evasion, untruthful statement, answer, or omission shall be sufficient cause for discharge at any time. I agree to submit to the physical examination during the required drug screen, whenever requested by the City of Levelland, by medical professional(s) designated by the City, either prior to or during the course of employment, subject to the requirements of the ADA. I hereby release all medical professionals, elected officials, and City of Levelland management from all liability claims and damages in connection to furnishing any information to the City of Levelland. I hereby request and authorize the companies or persons shown under "Employment Record" or other interested parties not necessarily named in the foregoing application to furnish the City of Levelland and information regarding my employment by them together with any information they may have regarding me, including motor vehicle records, military records, financial status, criminal records, and general reputation, and I hereby release such companies or persons, the City of Levelland, its management and elected officials from all liability, claims, and damages in connection with the furnishing of such information. I further acknowledge that my employment may be terminated, and any offer of employment, if such is made, may be withdrawn with or without cause, at the option of the City or myself. I further acknowledge that the foregoing completed application form does not in any way constitute a contract of employment.

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Signature of Applicant

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Date



**AFFIRMATIVE ACTION FORM**  
**Emergency Dispatcher**

Government agencies require reports on status of applicants. This data is for analysis and affirmative action only. Submission is voluntary. Failure to supply this information will not jeopardize or adversely affect any consideration you may receive for employment or later advancement in employment.

Sex: ☐ Male ☐ Female

Race/ethnicity:

☐ **Hispanic or Latino** – A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

☐ **White (Not Hispanic or Latino)** – A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

☐ **Black or African American (Not Hispanic or Latino)** – A person having origins in any of the black racial groups of Africa.

☐ **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)** – A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

☐ **Asian (Not Hispanic or Latino)** – A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

☐ **American Indian or Alaska Native (Not Hispanic or Latino)** – A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

☐ **Two or More Races (Not Hispanic or Latino)** – All persons who identify with more than one of the above five races.

☐ Veteran: ☐ Non-veteran

Please identify where you learned about an employment opportunity with this organization.

☐ Newspaper ad ☐ Tech school/college placement ☐ Employee referral  
☐ Temporary service ☐ Recruiter ☐ State employment service  
☐ Other \_\_\_\_\_