



January 27, 2026

We are pleased to learn of your interest in the position of Emergency Dispatcher for the City of Levelland. This department involves working as an emergency dispatcher in a department of 8.5 FTE hourly employees who routinely perform tasks such as providing appropriate response to complaints and emergency situations by dispatching emergency personnel. This is accomplished by providing radio and telephone communications for the City and other surrounding communities, receiving emergency calls or complaints, and dispatching officers from the appropriate agency. Other duties may include maintaining data for municipal, county and federal courts, supervising other dispatchers, monitoring alarms, providing office support and interfacing with other City employees and citizens.

In the City of Levelland, the Emergency Dispatcher is a working Emergency Dispatcher professional reporting to the Telecommunication Supervisor while working closely with other staff. A full job description and employment packet can be found on our website at www.levellandtexas.org/jobs or under the Job Opportunities button.

Every applicant wishing to be considered for this position must complete and submit the following forms from the application packet:

- Job Application form completed and signed. Do not put "please see resume", etc. on your application.
- Job Description with required reasonable accommodations identified, reviewed, completed, and signed.
- Affirmative Action Questionnaire (voluntary)

Please note: checks on references, driving record, credit history, and/or criminal history will only be done for finalists and will require the completion of a separate authorization form at that time. A pre-employment drug test and pre-employment physical is also required of the selected candidate.

While the Job Description provides the minimum qualifications required for the position, we are seeking candidates that exceed these requirements. We are looking for an individual that is professional, outgoing, self-motivated, hardworking, family-oriented and committed to providing our citizens and City staff exceptional service. The successful candidate will be a person of integrity who will be a community leader and who maintains this professional attitude both on and off the job.

The purpose of this position is to ensure for a safe and healthy community for all residents, guests and visitors by displaying fair and consistent service-oriented assistance to all calls and reports and coordinating work assignments. This is accomplished by effective communication with respect and care and concern for the concerned party and team player mentality and practice. Other duties may include assisting with other departments as needed, assisting with building and equipment maintenance, maintaining records and interfacing with other employees and citizens, and other administrative duties within the department.

Qualifications/Requirements: High school diploma or equivalent is required. Preference will be given to applicants with post-high school education. A valid Texas driver's license is required along with a driving record which meets the City's current liability insurance requirements.

Starting hourly wage is anticipated to be in the \$19.04 per hour range depending on education, relevant certification/licensure, knowledge, and experience. Benefits provided by the City of Levelland include health insurance through Blue Cross Blue Shield of Texas, retirement through TMRS (Texas Municipal Retirement System), and paid vacation, sick and holiday leave. Additional supplemental insurance plans are available as well. Employee bears full cost for dependent coverage, dental, vision supplemental plans.

If you are interested in applying for this position, please submit a completed application packet to the Employee Success Team at PO Box 1010, Levelland, Tx 79336. Your application packet can be sent via mail, by email to humanresources@levellandtexas.org, in person or through fax 806-894-0119. Applications will be accepted until the position is filled.

The Community

Levelland is a thriving community of approximately 14,000 residents and is ideally located on the South Plains of west Texas, just 25 minutes west of Lubbock, and 45 minutes from the Lubbock International Airport. Situated at the crossroads of US Highway 385 and State Highway 114, Levelland is the county seat of Hockley County and is one of the top 10 petroleum and agriculture producing counties in the state. Oil and agriculture drive the Levelland economy.

The “City of Mosaics,” Levelland features several public buildings with large outdoor mosaics and the community enjoys a rich culture of arts, music, and education. The city is home to South Plains College, a top-tier, two-year community college with a full-time enrollment of more than 9,000 students. South Plains College serves a 15-county area with innovative educational, vocational, and technical programs.

The semi-arid climate with daily average temperatures 73.5 degrees means it is pleasant year-round for residents and visitors to participant in a full calendar of family-friendly outdoor events. The Mallet Event Center and Arena, completed in 2012, is a \$15 million facility that hosts many community and regional events, banquets, and exhibits. A \$5.5 million recreational facility and multi-purpose youth sports complex, the Levelland-Oxy Sports Complex, was opened in April 2015 and quickly became a destination for baseball and soccer on the South Plains.

Additionally, the City of Levelland boasts ten outdoor parks, an amphitheater, outdoor pool, civic center, a 9-hole disc golf course, tennis and volleyball courts, and a lighted skate park. The Parks Department has made great strides in recent years as a result of a Park Plan that was created, approved and implemented by the City in 2010. As a result, virtually all of the City's 10 neighborhood parks have received new playground equipment, pavilions and basketball facilities. In 2017 a task force was created to develop a plan for the 100+ acre Levelland City Park. A master plan for this community park was adopted last year.

Levelland Country Club members enjoy a 9-hole golf course and several other quality courses are available within an hour's drive. For ski enthusiasts, Levelland is just three hours from New Mexico, and six hours from the Colorado border.

Shopping and entertainment opportunities abound in the area. Levelland is an active and successful member of the Texas Main Street program with excellent shopping downtown as well as in the more modern shopping areas in town. Entertainment is found in special events held at the historic Wallace Theater, theatrical and musical performances by the Creative Arts Department of South Plains College, and live music venues such as the downtown Trilogy wine tasting room.

Additionally, only a short 25-minute drive from Levelland, the popular South Plains Mall in Lubbock has recently completed interior and exterior updates and draws shoppers to the area from 100 miles in all directions. Also available in Lubbock are four multi-screen movie theaters, a 3-screen drive-in movie theater, five museums, restaurants and clubs which feature live performances, and theatrical and music performances from Texas Tech University.

Residents of Levelland are served by Covenant Hospital Levelland, affiliated with Covenant Health Systems, a full-service acute care facility. The hospital is a Community Value Leadership Award Five Star Winner. Covenant Hospital System of Levelland also includes several full-service clinics offering a wide range of preventative and general health care services. Major employers in the city include South Plains College, Levelland Independent School District (LISD), and Covenant Hospital Levelland.

For the convenience of individual and corporate private plane owners, the Levelland Municipal Airport has a

6,000-foot runway and serves the area with fully equipped general aviation facilities.

Providing quality education to the community, Levelland Independent School District (LISD), comprised of an Academic Beginnings Center, two primary schools, a middle school, and a high school, has an enrollment of 3,156 students in grades Pre-K through 12. Graduates of LISD routinely exceed the state average on college entrance scores. In addition, Levelland Christian School provides private education with small classroom sizes for children in Pre-K. Higher education is provided by South Plains College as well as several other colleges and universities located nearby including Texas Tech University, Wayland Baptist University, Lubbock Christian University, and West Texas A&M University.

Organization and Governance

The City of Levelland has a Council/Manager form of government with five future-minded Council members who are very supportive of the City's 100 employees and their efforts to keep the city improving and progressing. The City has an excellent senior management staff whose average tenure with the City of Levelland is 14 years. This strong team of leaders/managers includes four with Masters degrees and several more with Baccalaureate degrees. Departments with the City include, Economic Development, City Secretary, Human Resources, Main Street, Emergency Management, Finance, Municipal Court, Building Inspections and Code Enforcement, Police, Fire, Streets & Sanitation, Water & Wastewater, Parks & Cemetery. Contracted services include ambulance, solid waste collection and disposal, and airport management.

Additional Resources

City of Levelland Community Video

<http://www.levellandtexas.org/communityvideo>

City of Levelland

<http://www.levellandtexas.org>

Levelland Independent School District

<http://www.levellandisd.net>

Levelland Chamber of Commerce

<http://www.levellandtexas.org>

South Plains College

<http://www.southplainscollege.edu>

Mallet Event Center and Arena

<http://www.malleteventcenter.com>

Covenant Hospital Levelland

<http://www.covenanthospitallevelland.org>

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Thank you for your interest in the position of

Emergency Dispatcher

City of Levelland

Enclosed in this packet you will find:

Job Description

Employment Application

Affirmative Action Form

Reasonable Accommodations Form

Drug Test Authorization Form

In order to be considered for this position, **complete and return** the Application packet to include our Application for Employment, Affirmative Action Form, and résumé, 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 a City position is required to pass a drug test before an offer of employment can be made. A physical exam and background check are also conducted before an offer of employment can be finalized. A driving records check will be done after the offer of employment is made. If we find that you do not have a valid license, or you do not have a satisfactory driving record, your employment may be terminated. Any offer of employment is conditional until all tests and background checks are completed and results deemed acceptable.

This position will remain open until it is filled.

Applications are collected by the Employee Success Team and then forwarded to the appropriate supervisor for their review and consideration. All questions/inquiries regarding the status of your application should be directed to the Employee Success Team.

If you have any questions regarding this packet, please refer them to the Employee Success Team at 806.894.0113 or humanresources@levellandtexas.org.

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

RETURN YOUR:

- **COMPLETED APPLICATION**
- **AFFIRMATIVE ACTION FORM**
- **REASONABLE ACCOMMODATIONS SIGNATURE
PAGE**
- **DRUG TEST AUTHORIZATION**
- **AND RESUME, SHOULD YOU WISH TO SUBMIT
ONE**

TO THE ADDRESS BELOW:

City of Levelland

Attn: Employee Success Team

PO Box 1010

Levelland, TX 79336

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Class Title: Emergency Dispatcher

BRIEF DESCRIPTION:

The purpose of this position is to respond to complaints and emergency situations by dispatching emergency personnel. This is accomplished by providing radio and telephone communications for the City and other surrounding communities, receiving emergency calls or complaints and dispatching officers from the appropriate agency. Dispatch operates 24 hours a day, 7 days a week, including weekends, holidays, bad weather, etc. Schedules may change on short notice. Other duties may include maintaining data for municipal, county, and federal courts, monitoring alarms, providing office support and interfacing with other City employees and citizens.

Automatic Disqualifiers: Inability to type 40wpm with 80% accuracy. Class A Misdemeanor or higher in your lifetime. Class B Misdemeanor in the last 10 years.

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 employee

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 equivalent is required. Preference will be given to applicants with post-high school education.
Experience	No experience required
Certification and Other Requirements	Valid Texas Driver's License, Certified Telecommunications Operator to be obtained in one year, Typing 40wpm at 80% accuracy
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
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	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Managerial	Receives directions: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results with some directions when making selections among a few, easily identifiable choices. Assignment is reviewed upon completion.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Complexity	Work involves choices of action within limits set by standard practices and procedures. 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.

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CITY of LEVELLAND
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 _____ DATE _____
POSITION DESIRED

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. _____ Major _____ Minor _____ Type of Degree _____
Hours _____

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 _____	
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.

Signature of Applicant

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.

<input type="checkbox"/> Newspaper ad	<input type="checkbox"/> Tech school/college placement	<input type="checkbox"/> Employee referral
<input type="checkbox"/> Temporary service	<input type="checkbox"/> Recruiter	<input type="checkbox"/> State employment service
<input type="checkbox"/> Other _____		