

City of Plano Benefits

COMPENSATION

- Competitive Compensation Plan
- Annual Performance Reviews and Merit Increases
- Longevity Pay

RETIREMENT BENEFITS

- Employee and City contribution to the Texas Municipal Retirement System
- City Contribution to a Retirement Security Plan
- 20-year Retirement Regardless of Age

MEDICAL INSURANCE BENEFITS

- Comprehensive Medical, Dental and Prescription Drug Benefits
- Voluntary Vision Plan
- Voluntary Group Cancer Insurance
- Voluntary Hospital Gap Plan
- Voluntary Pre-Paid Legal Services

LIFE INSURANCE BENEFITS

- City Provided Group Life Coverage
- Optional Additional Life Insurance

PAID LEAVE BENEFITS

- Three Weeks Paid Vacation
- Three Weeks Paid Sick Leave
- Nine Paid City Holidays
- Bereavement Leave
- Military Leave
- Administrative Absence with Pay

OTHER BENEFITS

- Deferred Compensation Program
- Flexible Spending Account Program
- College Tuition Reimbursement Program
- Employee Assistance Program
- Long Term Disability Insurance

FURTHER DETAILS OF CITY OF PLANO BENEFITS CAN BE FOUND AT

www.plano.gov/hr

THE CITY OF PLANO IS AN EQUAL OPPORTUNITY EMPLOYER AND AN ADVOCATE FOR WORKFORCE DIVERSITY.

Public Safety Communications Hiring Process

Applications must be submitted online at www.plano.gov/hr

After the application is completed our department's hiring representative will contact you. The hiring process usually takes between 4-6 weeks and goes through the following steps:

1. Complete online application through Human Resources
2. You will then be contacted to set up a date to come in for initial testing
3. Complete required documents and attend initial testing appointment
4. Initial panel interview
5. Polygraph examination, psychological evaluation and hearing test
6. Background investigation, personal reference checks and employment verification
7. Final interview with department Manager
8. Drug screen



The City of Plano Public Safety Communications department is accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

City of Plano
Public Safety Communications

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One size fits all.



This one is yours!



**PUBLIC SAFETY
COMMUNICATIONS**

It's not just a job.

It's your chance to have a positive impact on someone's life each and every day!



The City of Plano, Texas is 20 miles north of downtown Dallas. With a population over 255,000 Plano is the largest city in Collin County. Dallas Area Rapid Transit (DART) provides public transportation in Plano with two major *Park and Ride* locations. Additionally, DART also serves Plano with a light rail train system that connects Plano to Dallas.

The Public Safety Communications department is housed in the Plano Municipal Center. The authorized staffing includes 61 Recruits and Specialists who work one of three non-rotating shifts (7am-3pm, 3pm-11pm and 11pm-7am). Plano's Public Safety Communications department is a progressive, innovative and technologically-advanced 9-1-1 center, focused on providing outstanding customer service to the citizens of Plano, and the Plano Police and Fire departments.

Plano Public Safety Communications utilizes the Tri-Tech Computer Aided Dispatch (CAD) system for call processing and dispatching, and the National Academies of Emergency Dispatch Emergency Medical Dispatch (EMD) protocols to process EMS calls for service.

9-1-1 Calltaker

Starting Salary Range: \$27,302 - \$31,215 per year with consideration taken for previous experience.

The 9-1-1 Calltaker is an entry-level position closely monitored and supervised. They are assigned to answer 9-1-1 emergency and non-emergency calls for service. 9-1-1 Calltakers must be able to accurately enter calls for service via a Computer Aided Dispatch system and must be able to control stressful situations in a calm and concise manner while performing multiple tasks. Within one year of employment 9-1-1 Calltakers may be able to train to become a Police/Fire Dispatcher.

MINIMUM QUALIFICATIONS

- One year experience in a customer service environment.
- One year experience in a multi-task environment.
- Computer skills using Windows-based programs and data entry or word processing experience.
- Knowledge of telephone skills as related to a multi-function phone or PBX system.
- Ability to type a minimum of 35 words per minute and 3400 keystrokes per hour.
- Availability to work a variety of shifts as assigned, including days, evenings, nights, weekends, holidays and overtime as needed.
- High school diploma or GED.

Police/Fire Dispatcher

Starting Salary Range: \$32,900 - \$37,725 per year with consideration taken for previous experience.

The Police/Fire Dispatcher is an experienced position that is responsible for all duties required of a 9-1-1 Calltaker in addition to maintaining accurate status and dispatching of Police, Fire and EMS units to calls for service. Police/Fire Dispatchers will conduct computer searches through local, state and national databases for wanted persons and stolen property. Other responsibilities include NCIC duties, initiating the City's emergency warning system and monitoring multiple radio channels.

MINIMUM QUALIFICATIONS

(in addition to PSC Recruit qualifications)

- One year experience in a police, fire, EMS, military or other similar communications environment using a Computer Aided Dispatch system.
- One year experience in a position with high public contact requiring decision making and problem solving.
- Knowledge of the difference between civil and criminal law.
- Knowledge of the practices and procedures used by police and fire departments.



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Recruiting Contact:
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