



Public Safety Communications Department
Ronald P. Timmons, Director

PUBLIC SAFETY COMMUNICATIONS (PSC) Hiring Process

1520 Avenue K
Suite 010

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Plano, Texas
75086-0358

972-941-7930
972-941-7355 Fax

City Web Site
www.planotx.org/psc

Once Application is received from City of Plano Human Resources:

- Contact applicant to schedule Criticall computerized dispatch tests
- Review application for accuracy/completeness
- Begin background investigation of applicant

Applicant must complete and bring the following documents to their Criticall test appointment:

- Fair Credit Reporting Act form
- Authorization for Motor Vehicle Records Check form
- Applicant Acknowledgement letter
- Applicant Waivers (must be notarized when returned)
- Personal History Statement
- Copy of High School diploma or G.E.D.

If applicant passes Criticall test and there are no immediate disqualifiers from the personal history statement:

- Applicant will complete the Select Advantage answer sheet for processing

If no disqualifiers from Select Advantage questionnaire:

- Schedule applicant for 1-hour observation of Plano PSC Calltaking/Dispatch Operations
- Schedule and conduct initial department panel interview

If no disqualifiers from panel interview:

- Make a Conditional Job Offer to applicant
- Schedule and conduct Polygraph examination
- Schedule and conduct Psychological evaluation
- Schedule and conduct Hearing test
- Schedule and conduct pre-employment Medical examination

If no disqualifiers from any of the above:

- Schedule department final interview with the PSC Administrative Manager (or designee)

The PSC Administrative Manager has ultimate hiring authority for the department. If the applicant is conditionally hired, an agreed upon start date will be arranged between applicant and PSC Administrative Manager. Human Resources will then be contacted to schedule drug testing prior to the actual start date. Please be patient as the hiring process could take several weeks depending on the size of the applicant pool. A total processing time of 8 weeks is not uncommon.

If you are rejected or disqualified from the hiring process, you will receive written notification as to the reason, whether it is a temporary or permanent disqualification and when/if you may reapply. If, in reviewing the attached disqualifier list you decide not to continue in the hiring process please contact my office to make me aware that you are withdrawing from the process.

Mark D. Theurer, Operations Coordinator
Public Safety Communications
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