



## **City of Plano PSC 911 Operator**

The City of Plano Public Safety Communications department is a state-of-the-art facility with a focus on technology, safety, and professionalism. We are accredited through the Commission on Accreditation for Law Enforcement Agencies and we are looking for new members of our team. We offer a competitive salary, a training program second-to-none, and the opportunity to help someone each and every day that you come to work! Feel free to check out our website at <http://plano.gov/209/9-1-1-Public-Safety-Communications>.

This job posting will be open 2/1/2024 through 2/29/2024 but may close without notice if all positions are filled. Applicants who meet the minimum qualifications will be contacted within 2 business days of submitting the online application through [plano.gov](http://plano.gov)!

Please note that if you have already applied and have not yet heard from us, you are still in the application process!

Base starting salary is \$25.20 per hour. All applications must be completed online at <https://careers.plano.gov>. This is an entry-level position.

**Job Responsibilities:**

- Answer 9-1-1, non-emergency, and administrative phone lines and provide an appropriate response as required by the nature of the call.
- Prioritize situations and dispatch appropriate resources using trunked radio system and/or telephone.
- Maintain status of on-duty sworn and non-sworn personnel from police and fire departments.
- Coordinates with other agencies, citizens, and/or businesses to provide assistance, gather information, or give instructions necessary depending on the situation.
- Provide medical instructions to callers over the telephone.

#### **Knowledge and Skills**

- Knowledge of Windows based computer systems is required.
- Knowledge of multi-function telephones and/or PBX boards is preferred. Must be able to learn these systems.
- Effective written and verbal communication skills in English required.
- Must be able to use maps and other resource materials.
- Must be able to make critical and expedient decisions within established guidelines.
- Must be able to complete required training, obtain required certifications, and maintain compliance in key performance areas.

#### **Minimum Qualifications:**

- Must be at least 18 years of age.
- Must have, at least, one year of experience in a customer service environment, call-center environment, or emergency response operations.
- Must be able to work any department shift on any day of the week, including weekends, holidays, evenings, nights, and overtime as needed.
- Must be a US citizen
- Must meet standards required by CJIS and TCOLE for Telecommunicator licensing.

#### **Benefits:**

- Starting salary is \$25.20/hr with opportunities for advancement.
- 120 hours per year of vacation time
- 120 hours per year of sick leave
- 72 hours per year of holiday time
- Tuition reimbursement
- City match of 2 to 1 into TMRS retirement system.

- Longevity pay
- Comprehensive medical, dental, and vision insurance.
- More information about other benefits can be found here (<http://www.plano.gov/1077/Benefits>)

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OPPORTUNITY EMPLOYER AND AN  
ADVOCATE FOR WORKFORCE DIVERSITY