

# Can You Answer the Call? 911

Pasco County is hiring Emergency Communications Officers – or 911 call takers.

We're hosting an open-house style job fair August 24, 2016 from 6:00 p.m. to 8:00 p.m.

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## **What exactly would I be doing in this job?**

*911 call takers answer both emergency and non-emergency calls, accurately relay incident and scene safety information to responders and provide instructions to assist callers until help arrives.*

## **What are the benefits?**

*Pasco County has a comprehensive benefits package, including:*

- Medical/Dental/Vision
- Long and short term disability
- Florida Retirement System (FRS)
- Vacation time; paid holidays; sick leave
- Tuition reimbursement
- Several employee discounts/special offers

## **What qualifications do I need?**

*To be successful in this position, you need a valid Florida State Driver's License and these skills:*

- Multitasking
- Customer service
- Interpersonal skills (people skills)
- Active listening; sound decision making; critical thinking

## **What personality traits would fit well in this position?**

*You should be able to remain calm under pressure; have a desire to help people in the community; be able to think outside the box; and be willing/able to follow protocols and chain of command.*

## **Is there anything that would disqualify me from getting this job?**

*Yes, applicants can be disqualified at any time, for reasons including, but not limited to:*

- Not being honest on your application
- Unacceptable drug, lie-detector or psychological test results
- Felony conviction
- Illegal drug use (varying circumstances apply)
- Multiple driver's license suspensions

## **Could this turn into a career?**

*Absolutely, many people who start out in this type of position continue on to hold higher-level jobs. We aim to promote from within and provide tuition reimbursement to help you achieve your goals. You could become a training officer; advance to dispatcher; become a supervisor; and eventually work your way up to administrative and management positions.*

**How do I apply?**

*It's easy to get started. To fill out an online application, click the link below and scroll down until you see the 'Emergency Communications Officer I' job listing:*

*[http://www.pascocountyfl.net/index.aspx?NID=1211&pk\\_campaign=Pasco%20County%20Home%20Graphic%20Buttons&pk\\_kwd=Job%20Openings](http://www.pascocountyfl.net/index.aspx?NID=1211&pk_campaign=Pasco%20County%20Home%20Graphic%20Buttons&pk_kwd=Job%20Openings)*

**What are the hours and when could I start?**

*This position works in rotated, 12-hour shifts.*

*Shifts are: 0645 to 1845; 1145 to 2345; or 1845 to 0645.*

*Rotation of days off is: work 2, off 2; work 3, off 2; work 2, off 3. Every other weekend is a 3 day weekend!*

*We can hire you as soon as you meet the eligibility criteria:*

- Application*
- Interview*
- CritiCall test*
- Background check*
- Drug screening*
- Polygraph*
- Psychological testing*

**Who can I contact for more information?**

*Call Pasco County Customer service at 727.847.2411 Monday through Friday from 8:00 a.m. to 5:00 p.m., or e-mail us at [customerservice@pascocountyfl.net](mailto:customerservice@pascocountyfl.net).*