



## GILLMORE SECURITY SYSTEMS, INC.

<b>Job title</b>	<i>Alarm Dispatcher Representative - 3<sup>rd</sup> Shift (12:00 am – 8:00 am)</i>
<b>Reports to</b>	<i>Command Center Director of Operations</i>

### **Job Purpose**

Position is primarily responsible for answering, responding to, and following-up regarding alarm/signal activity.

### **Duties and Responsibilities**

- Verifies, responds to, and dispatches on alarm signals.
- Notifies customers of non-emergency signals.
- Notifies responders on emergency signals after dispatch.
- Processes basic data changes to customer accounts.
- Answers, handles, and distributes incoming calls if necessary.
- Must know the different types of signals and the SOP's for each signal.
- Must keep abreast of the organization goals and positions held.
- Must keep abreast of both company and central station policies.
- Must meet minimum quality standards set for them.
- Position requires weekend, holiday and shift work and may require mandatory overtime.
- Assists with various administrative tasks as directed by management.

### **Qualifications**

- Multi-tasking in a dynamic and fast-paced environment.
- Effective verbal & written communication skills.
- Strong computer skills, with experience in Outlook, Word, Excel, etc.
- Adaptability and reliability.
- Ability to exercise independent judgment and problem solving techniques.
- Open, cooperative, and positive team-oriented attitude.
- Minimum education - high school diploma or equivalent.

### **Working Conditions/Physical Requirements**

- Normal office environment with moderate noise levels.
- While performing the duties of this job, the employee is regularly required to sit for extended periods of time.
- Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

### **Pre Hire Screenings:**

- Candidate must pass a drug test and background check in advance of hire.