



Job Title: Security dispatcher – Second shift (4 p.m.- 2 a.m.)

GENERAL SUMMARY:

Wright-Hennepin International Response Center (WHIRC) is a 24-hour alarm monitoring center. A security dispatcher is responsible for quickly and accurately processing alarm activity, customer calls and performing data entry of new account information and database changes. This position acts as the initial service call contact for customer with service problems and ensures the means for resolution of the problem.

Security dispatchers work a set 10-hour rotating shift. Hours for this position are 4 p.m.-2 a.m. The successful candidate must be able to work the shift schedule and be open to helping with shift coverage to accomplish daily requirements and activity as needed. The team atmosphere is fun, engaging and makes time for additional training and career development.

POSITION RESPONSIBILITIES

- Provide WHIRC quick, accurate, courteous and professional dispatching and service, abiding by the customer service standards, policy and procedure set.
- Provide the subscribers with the best possible service and a positive experience with WHIRC.
- Answer all incoming telephone and alarm traffic in a timely manner.
- Obtain account information from technicians and customers and enter information accurately and in a timely manner to the automation system.
- Perform programming changes to customer accounts.
- Perform system checks on equipment, recognize and correct minor equipment problems, and accurately report concerns and problems with equipment and customers.
- Train and participate in monthly training, emergency generator and back-up power testing, complete Central Station Alarm Association training and certification.
- Additional duties as assigned by the WHIRC supervisor.

JOB CRITERIA

Education, Experience and Requirements

- High school education or equivalent
- 1+ year of customer service experience
- Successful completion of WHIRC dispatcher training and probation
- Must obtain and maintain all initial and ongoing licensures by meeting all state and federal requirements
- Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.

WORKING CONDITIONS

The security dispatcher works primarily in a climate-controlled office environment, however, may occasionally encounter poor weather conditions while traveling to other business sites. The ability to perform finger and hand manipulation and performing repetitive motions in order to use office equipment. Ability to exert up to 10 lbs. of force when moving items such as computer printouts, notebook ledgers, office equipment, etc. The ability to make verbal and written presentations relating to the business.

LOCATION

The position is located at our company headquarters in Rockford, Minn. Rockford is located 15 miles west of Plymouth on Hwy 55.