



Central Station Representative
Job Description

Job title	<i>Central Station Representative</i>
Reports to	<i>Central Station Supervisor</i>

Job purpose

The Midstate Security Central Station operates three shifts per day and must be always staffed and operational, 365 days per year. The Central Station is responsible for the monitoring and dispatch of customer and dealer alarms including intrusion, fire, access control and video.

Duties and responsibilities

To perform this job success fully, the Command Center Service Representative may be expected to perform some or all the duties listed, and other duties as assigned.

- Verifies, responds to, and dispatches on emergency signals along with documenting all responses
- Handles multiple tasks with high levels of accuracy in a fast-paced environment
- Answers incoming calls and professionally complete callers request
- Must be able to maintain composure and calm under stressful situations
- Must be proficient in the verification and dispatching of alarms to police/fire agencies and the Standard Operating Procedures for each signal
- Develop knowledge of emergency communication procedures, alarm monitoring systems and access control systems
- Must be able to meet minimum productivity standards set
- Must keep abreast of both company and central station policies
- Must meet minimum quality standards set
- Position requires weekend, holiday and shift work and may require mandatory overtime
- Notifies customers of non-emergency signals
- Notifies responders on emergency signals after dispatch
- Processes basic data changes to customer accounts
- Must be able to handle signals from multiple locations/areas and TTY stations

Qualifications

Qualifications include:

- Ability to work overtime as requested by management
- Ability to use discretion and problem analysis
- Ability to work effectively with others
- Ability to read and interpret documents and write routine reports and correspondence
- Must have a High School Diploma or GED
- Must be at least 18 years of age
- Knowledge of basic computer functions and skills
- Must have a friendly phone voice with a positive attitude
- Must have reliable transportation
- Must be able to work weekends, holidays and be on-call
- Must be able to pass a criminal background check and drug screen
- Previous customer service or call center experience helpful but not required

Work Environment

The employee is occasionally required to sit, stand, bend walk and twist. The employee must regularly lift or move up to 10 pounds. Must be able to hear and speak. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.