

We're hiring!!

1st Shift Alarm Dispatch Operator

Come work for *The Blade* Top Workplace- 8 years and counting!

Position Summary: This position is for a **1st (First) Shift Alarm Dispatch Operator** in Holland, Ohio. The operator will be responsible for providing prompt and excellent customer service to our monitored alarm customers. A dispatcher's main responsibility is utilizing our automation software to process and respond to residential and commercial alarm signals. Response to alarms includes notifying customers in a timely and professional manner, dispatching proper authorities and properly documenting the event. Other responsibilities will include trouble shooting customer alarm systems and collaborating with field technicians to test alarm signals and confirm proper function of customer security systems.

There is an opportunity to advance quickly with additional responsibilities and compensation.

Thorough hands-on training will be provided.

Specific Job Requirements:

- High school graduate
- Good troubleshooting skills
- Technologically savvy
- Positive and team-oriented
- Excellent customer service skills
- Ability to multi-task data entry while handling a multi-phone line system
- Good organizational and time management skills
- Reliable work ethic, timeliness and transportation
- Looking for long-term employment/career
- Strong typing ability
- Customer service or call center experience preferred

Pre-Hire Screening: A job candidate must pass a drug and background check in advance of hire. References will be called to confirm previous experience.

Benefits: We are pleased to offer a competitive compensation package with substantial benefits package as well as opportunities for overtime work. Benefits include medical, life, dental and disability insurance, 401K and vacation/sick pay, 7 company-paid holiday and monthly employee appreciation events.

Habitec Security, founded in 1972 and celebrating over 52 years in smart security, is headquartered in Toledo, Ohio and has two full-service branches in Columbus, Ohio and Charlevoix, Michigan. Habitec owns and operates its own award-winning UL Central Station, which monitors 14,000 customers. In 2024, Habitec was named by *The Toledo Blade* as a Top Workplace again for the eighth (8th) year. For more information, visit www.habitecsecurity.com.



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