

Join Our Team!

Named a Top Workplace in 2015, 2016 and 2019 by The Toledo Blade



Position: Central Station Dispatcher - Holland, OH

Position Summary:

This position is 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 prompt and professional manner, dispatching proper authorities and properly documenting the event. Some alarm system troubleshooting with the customers is required. Dispatchers will work closely with our field technicians to test alarm signals and confirm proper function of customer security systems. There is opportunity to advance quickly with additional responsibilities and compensation. Thorough hands on training will be provided.

Specific Job Requirements:

- High school graduate or GED equivalent
- Good trouble shooting skills
- Technologically savvy
- Positive. Team oriented attitude
- Excellent customer service skills
- Ability to multitask data entry while handling a multiple 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 know our people are our most valuable assets, and we are pleased to offer a substantial benefits package as well as opportunities for overtime work. Benefits include:

- Medical, Dental, Life, Disability and Vision
- 401K
- Vacation/Sick Pay

Habitec Security, founded in 1972, is headquartered in Holland, Ohio and has two other full-service branches in Delaware, Ohio and Charlevoix, Michigan. Habitec is ranked as the 52nd largest electronic security company in the country according to the top 100 rankings compiled by the Security Distributing & Marketing (SDM). Habitec, monitors over 15,000 customers from our own U.L. monitoring center. Our team consists of over 90 employees with an average of 15+ years in the security industry and are leaders in commercial, industrial and residential security.

Habitec Security is an equal opportunity employer.



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