



## Central Station Dispatcher Job Description

We are leaders in the Security Industry, providing exceptional services for our customers.

### Job Summary:

Central Station Dispatchers are required to monitor residential, commercial and agricultural alarm systems and respond accordingly. Dispatchers must be accurate, dependable, punctual, detail-oriented, professional and able to maintain composure in a very fast-paced environment.

### Job Description

#### Duties and Tasks:

- Properly execute residential, commercial and agricultural alarms.
- Operate computer software specific to Central Station.
- Operate multi-line telephone systems.
- Interact with customers in a professional manner.
- Perform Data Entry.

### Job Specifications

#### Competencies:

- Must pass thorough background check.
- Knowledge of multi-line telephone systems.
- Knowledge of call center atmosphere.
- Knowledge of basic computer function and software.
- Ability to multi-task in a very fast-paced environment.
- Ability to work as a contributing team member.
- Must be detail-oriented.
- Ability to maintain composure in a high stress environment.
- Must exhibit exceptional phone etiquette and customer service skills.
- Must be punctual.

#### Physical Requirements:

- Ability to remain seated for extended periods of time.
- Ability to look at computer screen for extended period of time.
- Lift up to 10 pounds.
- Ability to wear a headset for an extended period of time.

#### Schedule:

This is a 24-hour operation and applicants must be willing to work assigned shifts as scheduled.

- 12-hour shifts  
5:30am-5:30pm; 6:00am-6:00pm; 5:30pm-5:30am; 6:00pm-6:00am
- Rotating Schedule  
3-day weekends twice per month

Benefits include Medical, Dental and Vision plan, Flexible Spending Account, paid Holidays, Vacation, and Sick Time.

Interested candidates please send your resume with complete work history to: [csjob@vigsec.com](mailto:csjob@vigsec.com).

**No phone calls please**