



## Control Center Specialist

Rapid Response Monitoring is a national leader in electronic security monitoring and an Essential Business, designated by the Department of Homeland Security, dedicated to protecting life and property. Founded in Syracuse in 1992, we are a critical response center focused on saving lives and protecting homes and businesses. Whether it's a fire at a family home, an armed intruder at a business, a missing vehicle, an evening jogger, or a lone family member having a medical emergency, our "heroes" are there to help every day. Supported by teams of experts in their respective fields, our 600+ highly trained specialists are the 24/7 backbone for thousands of alarm companies across the country.

We provide you with extensive 4-week paid training in a structured, team-oriented environment to equip you with the necessary skills to handle emergency alarms, procedures, and protocols to protect life and property. Working on our team will be a rewarding position where you can make an impact on communities across the country every day. **We also pay a \$3,000 hiring incentive to all new Specialists over the first year of employment just for joining us!**

### Responsibilities:

- Handle security alarm emergencies for residences and commercial businesses
- Process inbound/outbound calls from customers and authority agencies
- Provide detail-oriented customer service and support to our customers
- Successfully complete all required training classes

### Qualifications:

- High School diploma with previous work experience
- Proficient computer, written, and verbal skills
- Detailed-oriented and empathetic with a sense of urgency
- Ability to obtain security licenses in all required states (the company takes care of this for you!)

### Extras:

- \$3,000 hiring incentive paid over the first year of employment
- Annual salary increases and performance bonuses
- Medical, Dental, Vision, and 401k
- EMD - +\$0.50 per hour
- EMT - +\$1.00 per hour
- Bilingual in Spanish - +\$1.00 per hour
- Fun Company events and giveaways
- Free gym membership

Want to take the next step and explore a career with Rapid Response?

Scan this QR Code to apply!

