



Job Title: Dispatch/Call Center Specialist –2:00pm-12:00am

GENERAL SUMMARY

Wright-Hennepin International Response Center (WHIRC) is a 24-hour alarm monitoring center. The **Dispatch/Call Center Specialist** is responsible for quickly and accurately answering customer calls in a fast-paced high-volume call center environment. This position acts as the initial service call contact for customer with service problems and ensures the means for resolution of the problem. Other duties include maintaining alarm activity and performing data entry of new account information and database changes.

Dispatch/Call Center Specialist work a 10-hour rotating shift. Hours for this position are 2pm-12am. The successful candidate must be able to work the shift schedule, including working weekends and holidays, and be open to helping with shift coverage to accomplish daily requirements and activity as needed. The team atmosphere is fun, engaging and makes time for additional training and career development.

POSITION RESPONSIBILITIES

- Answer incoming telephone and alarm traffic in a timely and professional manner. Provide quick, accurate, courteous and professional service, abiding by the customer service standards, policies and procedures. Provide the customer with the best possible service and a positive experience.
- Obtain account information from technicians and customers and enter information accurately and in a timely manner to the automation system.
- Perform system checks on equipment, recognize and correct minor equipment problems, and accurately report concerns and problems with equipment and customers.
- Train and participate in monthly training, emergency generator and back-up power testing, complete Central Station Alarm Association training and certification.

JOB CRITERIA

Education, Experience and Requirements

- High school education or equivalent
- 1+ year of customer service experience, preferably in a high call volume environment
- Successful completion of WHIRC dispatcher training and probation
- Must obtain and maintain all initial and ongoing licensures by meeting all state and federal requirements
- Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.

WORKING CONDITIONS

The Call Center Rep works primarily in a climate-controlled office environment. Must have the ability to perform finger and hand manipulation and perform repetitive motions in order to use office equipment. Ability to exert up to 10 lbs. of force when moving items such as computer printouts, notebook ledgers, office equipment, etc. The ability to make verbal and written presentations relating to the business.

LOCATION

The position is located at our company headquarters in Rockford, Minn. Rockford is located 15 miles west of Plymouth on Hwy 55.