



Position: **Core Operator**

Supervisor: **Lead Core Operator**

Basic Function

Monitor and process alarms

Requirements

- High School diploma or GED or equivalent training
- Possess a valid and clean Drivers' License and be an overall careful driver
- Have some previous experience dealing with the public
- Have above average communications skills, able to read, write and speak English
- Be able to lift up to 50 pounds
- Have full use of legs, arms, hands and be able to stoop, lift and carry

Company Accommodations

- Hourly pay range \$14.00 to \$16.00 per hour based on experience
- Part time starting wage \$17.50.
- Company contributed retirement.
- Probation Period is 90 days and training period is four (4) weeks
- Required work days cover seven (7) days, including Sunday through Saturday and on rotation, holiday days. Part time staff "Flex Hours".
- Required work shifts
- Training includes on-the-job, videos, tapes and literature for home study

Authority

- To make the appropriate decision to maintain the integrity of the client's alarm system.
- To determine the appropriate course of action to respond to alarms.

Duties/Tasks

- Understand and follow all Company policies, procedures, health/safety training, work schedules, trip routings, check lists, reports, etc.
 - Monitor alarms: arming, disarming and resetting alarms, event loop, access code changes, program changes, time check and set up, uploading and downloading.
 - Process alarms: acknowledge signal, call premises, send fire department, police department or fuel company if needed; follow up with owner.
 - Answer and process phone calls.
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Duties/Tasks (continued)

- Stuff envelopes with company mail.
- Prepare work orders.
- Prepare and file reports: failed to test reports, non-restored reports.
- Update client files: property transfers, new sales contact sheets, owner files, client user sheet update.
- Assembly in house
- Perform other related tasks and duties as directed by supervisor or management

Measures of Performance

- Maintain a current and clean state drivers' license
- Clientele complaints are non-existent with personal conduct and behavior
- Clientele complaints overheard, regarding others, our business, etc. are duly reported to Management
- Customer relations are professional and courteous.
- Contact with clientele and fellow employees and Management is always professional and courteous
- Follows Company attendance, work schedules, and break times and safety codes
- Minimal alarm response time.
- All files are up to date; work orders are accurate; time tracking.
- Levels of system programming which the employee can accurately accomplish.
- Takes initiative to make recommendations to Management to improve work productivity, quality and/or safety

