



Dealer Support Operator

Print Name: _____ Date: _____

Job Title Dealer Support Operator	Supervising Others? Yes X No	Department Dealer Support	Location Huntington Beach, CA	Classification Hourly
Part time Full time (40hrs)	Last Updated April 1, 2021	Pay \$17/hr	Reports to D/S Floor Supervisor	Hours/Shift As assigned by supervisor

Purpose: To input, update, and maintain customer information

Essential Duties and Responsibilities

To perform this job successfully, the Dealer Support Representative may be expected to perform some or all of the duties listed, and other duties as assigned.

- Input new account information accurately
- Update existing account information accurately
- Assist the central station as needed and report to then all false alarms
- Verify data, including new databases for accuracy
- Receive inbound phone calls and process accordingly by following strict guidelines, procedures and instructions
- Receive and quickly process video alarms requiring the operator to view cameras and make precise and quick judgment calls
- Answer inbound calls in a professional and courteous manner, verify and relay information accurately
- Ensure all documentation is accurate and complete
- Perform necessary tasks to document actions including but not limited to submitting tickets
- Follow written account instructions and GMS standard operating procedures
- Operator must be licensed to work in all States and be qualified for mandating requirements
- Operate computer aided alarm monitoring software
- Operator must know how to read basic raw data
- Receive and process lone worker events
- Able to react to change productively and handle other essential tasks as assigned
- Attend meetings and training sessions as scheduled and deemed mandatory and necessary by management
- Place phone out of work mode prior to leaving your work station
- Must strictly abide by the company Monitoring Center Code of Excellence
- Promote a positive image of the company through professional interaction with customers and co-workers
- Operator will work under close supervision during the first 120 days
- Be at a computer and ready to work by the start of your scheduled shift
- Must keep abreast of the organization goals and positions held
- Must be able to meet minimum productivity standards set
- Must keep abreast of both company and central station policies
- Must meet minimum quality standards
- Position requires weekend, holiday and shift work and may require mandatory overtime
- Attendance and punctuality is strictly enforced
- Ability to work from and focus attention on more than one computer screen (potentially up to 4 screens) up to 12 hours a day, 7 days a week
- Must be able to sit for extended periods of time

Skills:

- Self-motivated and a professional attitude
- Excellent communication and listening skills
- Excellent teambuilding, customer service, and interpersonal skills

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.



Dealer Support Operator

- Must possess good decision making skills, be very organized and detail oriented
- Must be proficient with personal computer, keyboard, and telephone
- Must type a minimum of 45 words per minute
- Must be able to meet minimum productivity standards set that apply to a Level (I) operator
- Must meet minimum quality standards set for them (90% or better average on Q/A)

Minimum Requirements

- Must be 18 years or older and able to pass a criminal background check and screening in order to obtain an ACE Alarm Agent License
- Must have a high school diploma or equivalent
- Must be able to type 45 wpm, multi-task, possess good phone and people skills
- Must have basic computer skills
- Able to work well in a fast-paced environment
- Must possess the ability to deal with a heavy volume of work on a daily basis
- Attention to detail is a must
- Must be available for overtime on a daily basis
- Applicant must maintain attendance within company guidelines
- Applicant must be able to work overtime, weekends and holidays
- Possess multi-tasking abilities attendance policy
- Follow directions and retain information
- Required to be within the guidelines of the attendance policy
- Required to be within the guidelines of the dress code policy

Abilities:

- Ability to work overtime as requested by management
- Must back up Central Station when needed
- Ability to be flexible with time and scheduling
- Ability to use discretion and problem analysis
- Ability to work effectively with others
- Ability to work as part of a dynamic team and be flexible
- Ability and willingness to make key contributions to the growth of the business
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community
- Ability to effectively present information to top management
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to adapt to changes in the work environment, delays or unexpected events; manage competing demands; change approach or method to best fit the situation
- Ability to concentrate on a task over a period of time without being distracted
- Ability to maintain composure and avoid aggressive behavior, even in very difficult situations

CODE OF CONDUCT/ETHICS

General Monitoring Services takes pride in maintaining a professional presence at all times. Each employee has an obligation to observe and follow the Company's policies and to maintain proper standards of conduct at all times. Due to the nature of our business, you are privy to confidential information that must be kept private all times.

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Employee Signature: _____ Op. ID _____

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General Monitoring Services, Inc