

## ADT Security Systems

On-Site Recruitment  
NYS Dept of Labor/RochesterWorks  
Career Center  
276 Waring Road  
Rochester, NY 14609



Department  
of Labor

Date: Wednesday, September 13, 2017  
Time: 10:00 am – 1:00 pm  
Contact: New York State Department of Labor  
Phone: 585-258-8843

# ADT has immediate openings on 2<sup>nd</sup> shift!

## **Emergency Dispatch - 2nd shift!**

ADT is committed to hiring team members who are passionate about providing exceptional customer service-people who understand the importance of customer satisfaction and what it means to their career development. As a company that is well-positioned to continue meeting and exceeding our customers' evolving needs, ADT also takes pride in upholding a rewarding work experience for all our team members. An Emergency Dispatch Representative is responsible for monitoring and dispatching proper authorities for residential and small business alarms as well as contacting appropriate responsible parties.

### Duties and Responsibilities:

Responds to alarms using the information provided in instruction screens. Places necessary outgoing calls to verify an alarm, dispatches the proper authorities, and notifies responsible parties. Properly documents alarm handling procedures within the alarm screens. Completes alarm processing in accordance with departmental procedures. Provide alarm reset instructions to customers during outbound alarm calls and inbound alarm call backs. Receive inbound calls related to alarm call back inquires.

### Education/Certification:

High School Degree or equivalent.

### Experience/Skills:

Minimum of six (6) months of external customer service experience required, call center experience preferred. Excellent communication skills. Able to type at least 25 wpm. Basic knowledge of computer applications. Strong organizational skills.

**\*Must be able to meet schedules starting 12pm or later and must be able to work weekends\***

**No public transportation is available to the call center.  
Applicants should have their own reliable transportation.**