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# Example of Alarm Dispatcher Job Description

Our company is searching for experienced candidates for the position of alarm dispatcher. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for alarm dispatcher

* Encourage worker involvement including work planning and hazards identification and controls
* Respect a worker’s right to stop work when they feel his or her own or other’s personal safety is jeopardized
* Attend all required safety meetings and training
* Offer suggestions on improvements to the work environment
* Work with outside repair technicians, guards, to ensure that signals are received properly and that circuits and signaling devices are restored to normal operation
* Respond to alarm messages from multiple software applications accurately documenting each action taken for historical records
* Notify customer of alarm problems
* Answer incoming customer calls for alarm signals, helping to troubleshoot
* Opening service tickets for repairs and/or maintenance
* Data Entry in multiple databases

## Qualifications for alarm dispatcher

* Must have a general knowledge of all buildings and Plant layout so as to become thoroughly knowledgeable of building locations and alarm systems within a reasonable time
* Must possess the ability to use public address, radio and telephone communication systems with a clear voice (may be requested to demonstrate)
* All qualifications, work history, training and education are to be verified by direct contact with former employers and/or documented proof.Ability to perform the functions and responsibilities involved will be determined by a comprehensive evaluation and performance test and background evaluation
* Must have computer skills, including basic keyboarding aptitude, as demonstrated by a comprehensive evaluation and Typing Test
* Must have a proven understanding of Microsoft Office Suites
* Must have three years of recent experience with alarm system or database application software