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# Example of Alarm Dispatcher Job Description

Our growing company is hiring for an alarm dispatcher. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for alarm dispatcher

* Receives, processes and dispatches emergency calls to responsible agency or customer contacts
* Provides outstanding customer service by receiving calls from customers that are requiring service or information reference on their accounts
* Supports customers by providing information while providing efficient and courteous service
* Process and handle a high call volume of emergency and non-emergency calls daily
* Reviews and critiques recorded conversations for purposes of improving customer interaction skills
* Troubleshoots signals and provides details to customers
* Monitors multiple platforms at once and prioritizes dispatch
* Continuously monitors alarm signal queue for prioritized response
* Acknowledges alarms received and dispatches appropriate personnel for issue at hand
* Manages length of calls

## Qualifications for alarm dispatcher

* Public Safety
* Corrections Officer
* Collections agent
* After dispatch, logs call into system activity report
* Documents detailed notes in the appropriate system in a timely manner by documenting all calls with appropriate resolution codes and notes
* Generates statistical or investigative reports for management