



Example of Alarm Dispatcher Job Description

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Our growing company is looking to fill the role of alarm dispatcher. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for alarm dispatcher

- Operate telephone console to receive incoming calls for assistance
- Scan status charts and computer screen to determine units available
- Input commands to update computer files and maintain logs
- Provide pre-arrival instructions to caller, using knowledge of emergency medical techniques
- Relay instructions or information to remove units
- Routinely test communications, alarm equipment, and backup systems to ensure serviceability
- Update Alarm Room logs as required
- Respond to alarms and accurately document each step for historical records
- Maintain an investigatory mindset to troubleshoot incoming alarms opportunities
- Notify customers of alarm problems

Qualifications for alarm dispatcher

- Continued placement in position is contingent upon successful completion of 'MAS' software training and maintenance of skill proficiency via specific training and testing as required for UL listing
- Must complete and maintain required telecommunication course and/or courses as specified in training matrix and "Dispatch" software training
- Must successfully complete Dispatch Test
- Ability to pass all pre-employment screening(s)

