



Security & Monitoring
Fire & Safety
Audio Video
Lock, Key & Safe

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WE ARE HIRING FULL-TIME & PART-TIME MONITORING STATION OPERATORS MIDLAND, ONTARIO

Our Monitoring Station Operators handle a wide variety of calls from our customers who have home and business monitoring services. This role will attract someone who is thorough, has attention to detail and is able to effectively and efficiently communicate directions in high stress situation.

The Monitoring Station Operators will discuss with our customers basic troubleshooting options prior to escalating the call to the next level of service. The Operators are responsible for completing all reports that are required.

The Monitoring Station Operators must have a clean criminal reference check. Our Full-Time and Part-Time Operators are scheduled around a 24 hour time clock with day, evening, midnight, and weekend shifts. Schedules are arranged 4 weeks in advance.

Core Duties:

- Take ownership of emergency calls and respond according to the standards of procedures
- Determine customer's requirements efficiently and respectfully
- Knowledge of standard signals and operating procedures for each signal
- Proficiency in verification and dispatching of alarms
- Perform basic trouble shooting options with our customers prior to escalating the call to the next level
- Process data changes for customer
- Other duties as assigned

Requirements:

- High-school graduate or in the process of obtaining Secondary School Diploma
- Knowledge of standard signals and operating procedures for each signal is an asset
- Excellent communication skills
- Ability and proven experience working under pressure in high-stress situations
- Ability to show initiative
- Clear criminal reference check

For more information or to send resumes, contact:

humanresources@huronialarms.com

Huronian Alarm & Fire Security Inc. is the recognized leader, throughout Central Ontario in the area of security, monitoring, fire safety and fire suppression, cameras, access control, life safety, audio, video, low-voltage lighting, structured wiring, lock, key and safe products and services. Huronia has been a family run business for over 45 years and has offices in Collingwood, Midland, and Huntsville, Ontario. At Huronia we value all of our 80 team members and their families. Together as a team, we strive to deliver unrivaled home and business solutions within the communities that we call our home.