

HSS is accepting applications for **Dispatch** positions within the Hospital Security environment. Do you have: Previous heavy dispatch experience? Emergency/Alarm Dispatch background? **\*Must Have a CA Guard Card\*** To learn more about the **Job Requirements, Go to our website and apply directly: <http://www.hss-us.com>**

Follow me on Facebook: david at hss **Full Job Requirements & Description Below:**

**DISPATCHER** Provides timely and accurate responses to customers; pays close attention to details, in a high volume critical task environment

**Essential Functions:**

- Answers all incoming calls according to established protocols;
- Follows specific procedures for individual facilities;
- Dispatches all required calls within established time frames;
- Maintains professional demeanor and adheres to established dispatch protocols at all times;
- Documents required calls;
- Maintain positive working relationship with customers, co-workers, and supervisors;
- Properly/accurately documents incidents as they occur;
- Properly/accurately documents all alarm occurrences as they transpire;
- Alarm Monitoring (multiple event types to monitor and respond to accordingly);
- Continuous CCTV Monitoring on a large scale;
- Video Monitoring, recording, exporting, investigative support;
- ID Credential Center Support as directed;
- Reports all system problems in a timely fashion;
- Adheres to attendance and all established policies;
- Other administrative duties as assigned.

**Required Qualifications:**

- High School Diploma or GED;
- Ability to communicate verbally and in writing;
- Typing 35 wpm (minimum);
- Ability to work as part of a team
- Experience with Windows Operating System
- Customer Service and/or call center experience
- Previous dispatch or security experience
- Basic knowledge of security systems

**Desired Qualifications:**

- Ability to multi-task;
- Organizational skills;
- Ability to remain calm under pressure