



Sonitrol Great Lakes

WE ARE HIRING!

Client Support /Alarm Monitoring Operators

1st and 2nd Shift Openings

At **Sonitrol Great Lakes**, we serve our clients 24 hours a day, 7 days a week 365 days a year monitoring their property giving them the peace of mind they deserve. Our high achieving Client Support Alarm Monitoring Team is excited to welcome new members to provide the high level of service our clients commend us for. These Full-Time positions are located at our corporate headquarters at 7241 Fenton Road in **Grand Blanc**, Michigan. We are currently hiring second and third shift team members with flexibility and the ability to work rotating weekends and holidays.

First Shift Hours: 6am-3pm **Second Shift Hours:** 2pm-11pm **Third Shift Hours:** 10pm-7am

As a **Client Support Associate** specializing in alarm monitoring, you will be joining a team of dedicated, skilled professionals who are committed to our client's complete satisfaction. As a member of the Central Station Monitoring team, you will be the one informing customers of verified alarms, when help is on the way or working with them, offering solutions to ensure they feel their needs have been met.

What you need to make an impact:

- A commitment to high standards and customer service excellence
- Proficient phone skills and excellent written and verbal communication skills
- Strong data entry/keyboarding skills
- The capacity to remain calm, empathetic, and supportive while balancing the highest level of attention to detail
- The ability to follow company protocols and standard operating procedures
- The desire to exceed expectations and make a difference in the lives of our customers and community
- Deliberatively and consistently be a role model of the Sonitrol Great Lakes core values and culture while serving our clients, your team members, and our community.

Qualifications:

- Must be 18 years of age with High School Education, GED or equivalent.
- 1-2 years customer support-related experience in an fast-paced office environment.
- Strong computer skills, including Microsoft Office.

Sonitrol Great Lakes Client Support Associates work in our state-of-the-art alarm monitoring center. Our highly trained and customer-driven team provides focused monitoring on burglary, fire and medical alarms for both residential and commercial customers. We pride ourselves in verifying, communicating,

and documenting alarm signals with a commitment to the highest standards of service for our customers and the community.

What awaits you:

- A 33-year-old growing company with a focus on **win/win relationships**, a strong **value driven culture** with a focus on a rewarding **employee and client experience**.
- **Great Pay-** \$15/hour (plus \$1 per hour shift premium for hours worked between 6pm-6am)
- We strive to provide a win/win flexible schedule that promotes a work-life balance focus while meeting the needs of our clients.
- We are committed to real growth opportunities and planning through quarterly development plans. (If you don't want to grow, this is not the opportunity for you.)
- Extensive onboarding training plan to give you the tools and resources to prepare you for success. (No industry experience is necessary. We provide you with an extensive paid training to give you the skills needed to handle emergency alarms, procedures, and protocols to protect life and property.)
- Safe and Smart Work Environment- COVID guidelines are enforced.
- Smart Casual dress code.
- Medical, Dental, Vision insurance (single coverage only \$40 per pay)
- 401k plan with a company match
- 2 weeks Paid Time off available after 90 days of employment
- Double time pay for Holidays worked plus floating holidays
- Monthly rewards, challenges, and contests
- \$1,000 Employee Referral Program
- National recognition and awards

JOIN OUR GROWING TEAM

Apply at: sonitrolverified.isolvedhire.com

For more information contact:

Joy Sturgis

Director of Talent and Culture

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Direct Line: 248-536-0185

Sonitrol Great Lakes is an Equal Opportunity Employer and a drug-free workplace.

A successful pre-employment background check and drug test are required.



EMPOWERMENT WILLINGNESS TO LEARN SERVICE HIGH STANDARDS TEAMWORK

APPLY NOW:

If you are interested in pursuing this opportunity all you have to do is apply. Your initial application will take less than 3 minutes to complete and will be directly uploaded to our Talent Team. We are waiting for you! <https://sonitrolverified.isolvedhire.com/jobs/296757-90758.html>

Check out other Career Opportunities at Sonitrol Great Lakes!

<https://sonitrolverified.isolvedhire.com/jobsbyorganization>