

Job Description: Monitoring Center Supervisor

JOB SUMMARY: The Monitoring Center Supervisor reports to the Program Manager and is responsible for the proper operation of Wynn-Reeth's monitoring center. This employee is charged with the duties of ensuring all systems within the monitoring center and consumers' homes are functioning correctly, and that there is proper communication between each of the locations. The Monitoring Center Supervisor ensures that the following are completed:

- Ensures all monitoring center equipment, computers, receivers, software, and other essential elements are in proper working condition at all times;
- Ensures systems are set up per the results of the assessment, and working properly with the appropriate monitoring center;
- Ensures alarm signals are being received for all customers using this agency's third-party monitoring center;
- Builds remote monitoring systems and necessary equipment for residential installations. This may include, but is not limited to setting up DVRs, cameras, routers and networks;
- Enrolls all residential systems for proper operation on AlarmNet, Alarm.com, or an equivalent third-party service;
- Sets up all consumer locations in emergency weather reporting software so that monitoring center personnel are alerted when there is severe weather in any city our consumers reside in;
- Tracks and troubleshoots all issues within the monitoring center and residential systems;
- Maintains inventory of equipment necessary for remote monitoring system builds, and ensures necessary items are in stock when needed;
- Inspects all equipment returned from residential service and either prepares it for future use, or properly discards unusable equipment;
- Provides technical support and training to field technicians;
- Provides after-hours support to the monitoring center as needed;
- Provides service calls as needed;
- Sets up and maintains new employees in all monitoring center software, such as Microkey, Total Connect, Alarm.com, GrandCare;
- Creates and maintains instructions manuals for the recovery of equipment and systems within the monitoring center;
- Creates and maintains instructions manuals for the building and set-up process of remote monitoring systems;
- Conducts research and development for services, equipment and components necessary for future use and growth;
- Maintain professional conduct & appearance while working around county officials, members of the community, interagency personnel, etc.
- Any other duties as assigned by the Program Manager.

EMERGENCY OPERATION PROCEDURES:

Due to the nature of the services being provided through our monitoring center, it is vital that this agency has emergency operations procedures to govern how we respond to a variety of emergency situations. The Monitoring Center Supervisor is responsible for developing these procedures and **testing them on a monthly basis**. It is recommended that a documentation sheet is developed so that it may act as a check sheet and a log for the testing of these procedures. Emergency operation procedures must be sufficient enough to cover all technologies that are presently being utilized in the monitoring center. These procedures shall address, but are not limited to the following procedures:

- Internet outage
- Phone outage
- Power outage
- Workstation failure
- Weather-related Emergencies
- Offsite backup of all monitoring center data

The documentation sheet must be approved by the administration and reviewed by the Technology Engineer on a monthly basis. Required elements for the documentation sheet shall include:

- Date of test
- Time of test
- Complete description of items tested
- Brief notation of test results
- General notes for items to be addressed
- Signature of Monitoring Center Supervisor
- Signature of Technology Engineer
- Signature of Chief Executive Officer

TRAINING AND EXPERIENCE:

Due to the technical nature of this position, the employee must have an aptitude for adapting current technologies to an individual's life to promote independence, security and freedom. Previous experience in hospital, nursing home, health care or long-term care setting is desirable but not mandatory. It is suggested that the employee have previous experience in the security industry and with Information Technology. The employee shall receive training and orientation as per policy.

WORKING CONDITIONS:

The Monitoring Center Supervisor may work in a variety of conditions due to the tasks required of the position. These conditions are predominately well lighted and ventilated locations with will require that the employee; sits, stands, lifts and moved intermittently.

The Monitoring Center Supervisor is subject to; frequent interruptions, potentially hostile and emotionally upset individuals, falls, burns from equipment, odors, exposure to infections waste and diseases.

The Monitoring Center Supervisor will be involved with customers, consumers, agency personnel, visitors, government agencies and personnel, and must be able to communicate professionally with each of these people. The employee must also possess a willingness to work beyond normal working hours, on weekends and on holidays when necessary.

The Monitoring Center Supervisor is prohibited from smoking while working.

SPECIFIC REQUIREMENTS:

The Monitoring Center Supervisor must;

- Write and use English language in a legible and understandable manner
- Possess the ability to make independent decisions when circumstances warrant such action.
- Possess the ability to deal tactfully with personnel, clients, family members, visitors, government agencies/personnel, and the general public.
- Be a minimum of eighteen (18) years of age.
- Possess the ability and willingness to work harmoniously with professional and non-professional personnel.
- Have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult individuals.
- Be willing to seek out new methods and principles and be willing to incorporate it into existing practices.

PHYSICAL REQUIREMENTS:

- Must be able to move intermittently throughout the workday.
- Must be able to cope with the mental and emotional stress of the position.
- Must be able to see and hear, or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
- Must function independently, have flexibility, personal integrity, and the ability to work effectively with individuals, personnel, and support agencies.
- Must be in good general health and demonstrate emotional stability.
- Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at times hostile people within the home.
- Must be able to lift a minimum of 50 pounds.



BACKGROUND CHECKS

Before being considered for employment, each applicant must satisfactorily pass reference checks, and may be processed through the Ohio Professional Electronic Network (OPEN) to immediately ensure that he/she does not have any criminal convictions on record that may prohibit their employment with this agency. In addition to OPEN checks, the new hire will be fingerprinted and submitted to BCI&I for criminal background checks. All background checks must be returned to the office of Wynn-Reeth, Inc. within sixty days from the date of hire, and free from disqualifying convictions in order to continue an active employment status. In the event that the background check would reveal any disqualifying convictions, the employment will be immediately terminated. The employee must immediately provide written notification to the Human Resource Department any time their driving privileges are revoked or suspended. See policy 1-030 for more information.

ACKNOWLEDGEMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Monitoring Center Supervisor** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that as a result of my employment, I may be exposed to the AIDS and Hepatitis B viruses. I further understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by the facility or myself with or without notice.

Date

Signature of Monitoring Center Supervisor

Date

Administrative Signature