



## Administrator - SecurTek Customer Support

### Description

Responsible for interpreting and responding to alarm signals as presented through automation software. Follows established procedures and specific instructions for responding to and calling customers and emergency service agencies. Responsible for accurate data entry and completing internal processes/procedures to ensure delivery of excellent customer service.

### Duties

1. Responds to priority alarm signals for both Residential and Commercial customers by following specific processes and procedures outlined on each account.
2. Dispatches to police, security, fire and ambulance.
3. Maintains professionalism and provides assistance when dealing with emergency situations such as Medical Alert, Lone Worker alarms etc.
4. Records all actions taken in general inquiries, routine system tests and emergency situations by inputting into appropriate databases.
5. Responds to inquiries from customers, co-workers, dealers, outside contractors and agencies with a focus on quality service.
6. Provides quality customer service during periods of varying activity.
7. Confirms instructions and procedures with customers, municipal agencies, designated responsible parties, dealers, contractors and

### Closing Date

February 27, 2026

### Categories

Business, Finance and Administration

### Employer

SaskTel

### Location

Assiniboine South

### Address

Main Floor - 1667 Dugald Rd, Winnipeg, MB Winnipeg, R2J 0H3

### Job Type

Part-time

### Education Level

High School

### Email

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others as necessary.

8. Performs data entry and other administrative duties as required (e.g. permit issues, reports, trouble ticket process, and others, etc.).
9. Maintains constant awareness of environment and balances function by priority.
10. Participates as a team player, providing leadership for others when required.
11. Assists with projects within the Monitoring Station as required (e.g. acquisitions, data maintenance, etc.).
12. Provides first level technical support by troubleshooting customer issues and concerns.
13. Meets established goals and metrics for alarm and call handling productivity.

## **Qualification**

1. General working knowledge of security products and/or services.
2. Working knowledge of personal computers and various software applications.
3. Demonstrated ability to handle customer contacts with tact, diplomacy and courtesy at all times.
4. Good analytical and problem-solving skills.
5. Ability to work under continual pressure and adapt to a constantly changing environment.
6. Good verbal and written communication and the ability to deal effectively with others.
7. Keyboarding skills 20 wpm.
8. Successful completion of prescribed training courses.

## **Phone**

(306) 777-4220