



Announcement of New Position Opening

Position Title: Central Station Manager

Location: Austin, Minnesota

Description:

Cooperative Response Center, Inc. (CRC), with its corporate headquarters in Austin, Minnesota, and regional office in Dunlap, Tennessee, is a rapidly growing company that wants quality people to grow with it. By Focusing on the Human Side of Technology[®], CRC utilizes advanced information technology to provide services that span both regional and national markets, with a primary focus on the electric utility and alarm dealer industries. CRC provides customer contact (call) center and central station (alarm monitoring) solutions, including a proprietary outage management software program called CRCLink[®] e-communications, that reflect its customers' desire for transparent best-in-class service.

Summary:

CRC is currently in search of an individual to fill the position of Central Station Manager. This position is a member of the leadership/management team and is responsible for managing the operation of CRC's Central Station and collaborating with other departments on business activities. This position functions as a liaison between senior management and other company departments to ensure excellent customer service and affect operational efficiency and economy.

Qualifications:

Bachelor's degree in business or related field required; three to five years experience working and managing in a Central Station environment and trouble-shooting Central Station technology and equipment; two to three years in planning and executing departmental budgets and in Central Station Business Development and one to three years experience developing strategies for growth and quality.

The ideal candidate will have:

- Experience managing central station operations and employees work performance to ensure quality service with maximum productivity
- Proven ability to maximize employee results through employee development, other motivational techniques, and performance management
- Ability to actively participate in the company's marketing, sales and business development efforts for the central station and development and implementation of short- and long-range plans, other company strategies and new company products and services

- Excellent interpersonal, verbal and written communication skills, public speaking/presentation, time management and negotiation skills. Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook) software
- Ability to obtain working knowledge of company's proprietary software and other internal systems
- CSAA sponsored Five-Diamond certification preferred
- Experience within a UL (Underwriters Laboratory) certified central station operation
- Certification as a SIA (Security Industry Association) trainer - ability to become certified preferred
- Experience working with Bold Technologies alarm monitoring software products
- Competency in alarm signal protocols, including but not limited to: GSM, SMS, Two-Way Voice, TCP/IP and Data
- Familiarity with DSC brand SurGard System III alarm receiver functionality
- Some nationwide travel (up to 20%) by ground or air transportation

CRC is an equal opportunity employer offering a competitive salary and fringe benefit package. Pre-employment drug testing and background check required.

To Apply: Complete and submit a CRC employment application (available at www.crc.coop), cover letter, resume with references, and copy of transcripts (unofficial copy acceptable) by U.S. Mail, fax, or electronic mail. **Applications accepted until position is filled.**

To learn more about CRC and this great career opportunity, check out www.crc.coop.

Application Information

To be considered an applicant, you must complete a CRC application form. A resume will not replace the application form.

- Only applicants with complete materials will be considered.
- Appointments will be scheduled with those individuals selected for an interview.
- Applications will be accepted until the position is filled or until the posted application deadline if applicable.

The Immigration Reform and Control Act requires that all employers verify the identity of all new employees and to confirm that each employee has a right to work in the United States. All offers of employment are contingent on timely production of documents by the applicant necessary to verify employment authorization and identity.

Requests for reasonable accommodation during the application and/or interview process should be made to the Human Resources Development Department at 507.437.2400.

Cooperative Response Center, Inc. (CRC) is an equal opportunity employer and selects individuals best matched for the job based upon job-related qualifications regardless of age, race, sex, color, religion, creed, sexual orientation, disability, veteran status, national origin or any other status or characteristic protected by law.

