



Rapid Response Monitoring

*Leadership*  
*Development Program*



## ***The Mission:***

To protect lives and property, and to serve the safety and welfare of families and employees nationwide.

## ***The Challenge:***

To harness extremely advanced technologies and communication systems while developing an almost instantaneous rapport with people who may be experiencing a medical crisis or facing mortal danger, and in doing so, to consistently achieve a positive outcome in helping others... all in a matter of seconds, every few seconds, round the clock.

In Every Mission, Every Initiative,  
Every Project... Every Challenge,  
The First Steps and the Last Steps  
Are Those of a Leader.

***Is That You?***



## ***About Us:***

Rapid Response Monitoring, a national leader, has served the electronic security industry since 1992. Today, we have an international client base of thousands of active dealers, we monitor over one million customer homes and businesses and employ over 500 highly-trained professionals.

## ***The Program:***

Focusing on leadership, you will rotate through multiple departments --Operations; Dealer Support; Technical Engineering, IT & Software Development; Accounting and Sales & Marketing. The program is designed to help the best and the brightest determine their professional focus through diverse work assignments, leadership development opportunities and enhanced career development. It will give you the depth and breadth of business experience you need to jump-start your career in an exciting and expanding industry.

## ***About You:***

Graduate degree (MBA, MS, MA) or Undergraduate degree  
Business, finance, liberal arts or technical discipline  
Leadership experience:  
Campus activities, work or military leadership experience  
(business internships, co-op participants or  
previous supervisory experience preferred)

Work With What You've Got  
Build on What You Have  
And Be A Leader...

***Pass It On***



## Monitoring Center

The monitoring center performs the most pivotal role in fulfilling our mission: protecting lives and property. Accordingly, you will first achieve proficiency as a Control Center Specialist, serving our clients, alarm system dealers, and receiving and responding to alarm signals from their customers. You will master the technologies, processing systems, procedures and customer service skills that will prepare you to lead the very highly trained personnel who serve the safety of people in critical situations. Subsequent leadership training with key operational personnel on all levels will create a solid foundation in all rotations of the program.



## Dealer Support

Dealer Support is the primary point of contact for our dealers once they are onboard. However, its role, in the hands of the Transition Team, begins as the dealer's business is evaluated and moved onto the Rapid system. Data Entry confirms all account data and updates are in accordance with company policy and dealer profiles. Account Executives provide solutions one-on-one and ensure the dealer is viewed positively by their customers. The Signal Management Team works to reduce inefficiencies and dealer costs. You will work and train with leaders in all groups.



## Technical Engineering, IT and Software Development

Technical Support not only maintains our entire technological and communications infrastructure, data networks and processing systems but also provides extensive support for our dealers. You will work with the Technical Team and learn how all of the components operate as a system, as well as how the department provides real-time solutions for our dealers. You will also become intimately familiar with the software development process and how the comprehensive features of our apps function to provide our dealers and their customers mobile connectivity to our systems.



## Accounting

Accounting is often regarded as a back-office service, but the Accounting Department is at the forefront in providing financial and dealer services that are essential to our dealers' success. In addition to corporate financial management, Accounting works in close cooperation with Sales in qualifying the financial profiles of prospective dealers. The department provides financial software for our dealers, designed for the security industry and integrated with account databases. You will work and train with key personnel in processing, reporting, collections and customer services.



## Sales and Marketing

Sales is the initial point of contact for our dealers while Marketing ensures our standing in the industry is well known to prospective dealers and is more greatly detailed for our current dealers. You will join Account Executives and Licensing staff, in-house and in the field, in developing strategies, introducing prospective dealers to the company's services and products, developing contractual details, establishing proper licensing, arranging facility visits and coordinating with other departments. Our leadership candidates will also work with the Marketing staff to monitor the industry and develop concepts for print, digital and web content.

Knowledge, Skill, Experience, Understanding, Empathy, Determination:  
Leadership, Step by Step

***Are You Ready?***

# ***Our Story:***

Rapid Response has monitoring centers located in Syracuse, NY at its headquarters facility (Rapid Response East) and in Corona, CA (Rapid Response West), an all new fully redundant monitoring center mirroring headquarter's capabilities and workplace features.

We monitor security, fire, medical, personal emergency, supervisory, environmental, access control and other systems in homes and businesses nationwide and internationally.

Rapid's state-of-the-art facilities are custom designed and maintained to exceed all industry monitoring standards; we are certified by Underwriters Laboratories and Factory Mutual, among other certifying agencies. The work areas and on-site training center have been cited as the best in the business, and have received the Society for Human Resource Management Employer of Distinction Award for Best Work Environment. The Syracuse CenterState CEO has recognized Rapid as an Economic Champion in developing new local jobs.

## **What Does The Future Hold For You?**

Our employees are the most highly qualified and extensively trained in the industry, and without question, we attribute our leadership in the industry to them. It is our team's unmatched performance and their drive toward personal achievement that ensure our success and that of our dealers. A cornerstone of our business model is to invest in our people, offer them outstanding benefits and provide them every opportunity for success.

And we're growing. Already in progress, expansion plans include increased floorspace in the Syracuse facility from 40,000 to 75,000 square feet with emphasis on enhanced employee amenities and a more dynamic office environment. Rapid Response West was opened Winter 2015. We now serve thousands of dealers and over one million of their customers. We have continuously outpaced the industry in growth.

In short, Rapid offers excellent opportunities for both personal and professional growth. This is an exciting time in our company, and we look forward to developing leaders whose professional success will forge the company's future in a fast-growing industry.



Rapid Response East



Rapid Response West

**A Sure Sign of Leadership...**

**Providing a Safe Environment.**

**Providing Productive Resources.**

**Building On the Success of Others.**

***Is That Your Story, Too?***



# ***Opportunities in a Fast Growing Industry***

Some of the main components of the Electronic Security industry are equipment manufacturers; system dealers, service providers and installers; central monitoring centers; telecommunications providers; industry associations; standards compliance organizations and trade publications. The industry works in close cooperation with government agencies and emergency personnel.

As technologies have become more sophisticated, electronic security products have targeted an increasing number of markets including burglary and intrusion, fire, medical and personal emergency response, video, GPS, access control and remote facility and personnel management.

Major corporations like Honeywell®, General Electric®, Bosch® and many others produce quality products for the industry including alarm systems, cameras, receiving and recording devices, telecommunications devices and others. Many smaller companies produce innovative products and services that continue to change the landscape of the industry.

The sophistication and complexity of monitoring technologies and telecommunication systems, as well as more stringent standards and regulatory procedures, have made third-party monitoring services, like Rapid Response, an economic necessity for many alarm system companies. Rapid has positioned itself as a leader in protecting lives and property by employing the most advanced technologies and the most highly qualified and extensively trained personnel in the industry.

The industry is served by national and state associations which provide coordination, education, government relations, networking and other activities. Trade publications; like *SDM*, *Security Systems News*, *Security Dealer & Integrator* and *Security Sales & Integration*; provide both print and online coverage of industry trends, opinions and events.

***Growth Requires a Good Plan, Hard Work,  
A Little Luck and a Lot of Courage.  
Success Requires Leadership.***

***( Got All of Those? )***

# *Rapid Response Monitoring Leadership Development Program*

*As a graduate of the Rapid Response Leadership Development Program, I want to encourage you to pursue your career goals by applying for this program. Rapid is an outstanding company that can place you on a path toward success in a leadership role.*

*The company is growing, the industry is growing... grow with us. You'll learn to be successful in an industry that serves others, and I know from experience that that is everything a good leader truly needs.*

**Jonathan Rainbow**

Director of Operations  
Operations Department



## ***How To Apply***

Apply At: [www.rrms.com/careers](http://www.rrms.com/careers)

Questions: [jobs@rrms.com](mailto:jobs@rrms.com)

Rapid Response Monitoring Is an EOE