Careers at Rapid Response Monitoring

Rapid Response Monitoring Services, Inc
400 East Rincon Street, Suite 300
Corona, CA 92879
A Challenge to Help Others...

On the surface, Rapid Response’s purpose is rather straightforward: we monitor electronic security systems and report information to authorities, our Dealers and to their subscribers... seems simple enough.

In truth, I have just described one of the greatest challenges of our time: 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.

Our answer to that challenge is people like you.

I am always mindful that it is not state-of-the-art technologies, the high-powered processing applications that drive our Operations and Service systems or our ultra-modern facility that is the heart and soul of this company. It is our professional staff and operational personnel, and I am very proud of them.

I hope you will carefully evaluate our opportunities --we are a growing company and we would like you to consider Rapid Response a place where you can discover a career path to personal growth and success.

We are the Future of Monitoring, and that could mean you.

Sincerely,

Jeffrey Atkins
President
About Our Company

In 1992, Chairman Russell R. MacDonnell and President Jeffrey Atkins founded Rapid Response Monitoring Services, combining over fifty years of industry experience in the growth, management and operation of alarm and security companies.

The company moved into new headquarters in Central New York in 2004 and in 2008 was presented the Best Practice Award in the category of Workplace Law and Work Environment by the Society for Human Resource Management (CNY).

In 2009, Rapid launched its LifeSafety Monitoring division dedicated to PERS (Personal Emergency Response Systems).

In 2014, Rapid launched Rapid Response West, its all-new full-load Monitoring Center in Corona, CA and began expansion of the Rapid Response East Monitoring Center and Headquarters.

Today Rapid Response serves an international client base of over 1700 active dealers and employs over 450 highly-trained professionals.

Rapid implements advanced technologies, continuous training, and comprehensive operations to provide the most dynamic, personalized and professional monitoring services in the world including:

- Fire - as one of less than two dozen Central Stations approved to monitor fire alarms in New York City.
- Burglary
- Supervisory and medical signals
- Security system issues
- Commercial supervision signals

Rapid provides dealers a host of other monitoring services including:

- GPS tracking
- Video Monitoring
- Two-Way Voice
- Personal Emergency Response Systems

For many of its customers, Rapid Response also offers dedicated Answering Service.

Our advanced technologies allow dealers to protect residences, businesses and government facilities from across the Continental United States to Hawaii, Alaska, Puerto Rico and in certain islands of the Lesser Antilles and in Bermuda.
The Electronic Security Industry is comprised of a wide range of production and service industries.

Main components of the 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 increased in complexity and broadened in their application to various markets including burglary and intrusion, fire, medical and personal emergency reponse, 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 like AES Intellinet, which is a pioneer in mesh-networking, 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 central monitoring stations, offering wholesale monitoring services over wide geographic regions, an economic necessity for many alarm system companies. Able to provide a wide array of products and services, central monitoring stations like Rapid Response Monitoring dedicate their efforts exclusively to alarm system monitoring.

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, Security Sales & Integration and others provide both print and online coverage of industry trends, opinions and events.

Over the past thirty years, the Electronic Security Industry has experienced steady growth as technologies like video and GPS, as well as mobile device technologies, have been introduced and improved. New markets have also evolved, for example Personal Emergency Response Systems (PERS), which will increasingly meet the needs of aging Baby Boomers numbering over 70 million. While the recent economic downturn has affected the industry, both residential and commercial demand is strong.
Corona, sometimes called Circle City because Grand Boulevard is a three mile circular street that in the early 1900’s was used for international races, was founded in 1886, and, for most of the early years, was primarily agricultural with citrus and other farming in the area. Today the city, which has a population of just under 160,000, is sometimes called the Gateway to the Inland Empire, which is made up of Riverside and San Bernardino counties and are some of the largest counties in the US. From Corona, you can drive to the Pacific ocean or to the mountains and be snow or water skiing in about an hour each way.

The City of Corona is located approximately 45 miles southeast of Los Angeles in western Riverside County. The City limits encompass 39.2 square miles. As of the 2010 census, the city had a population of 152,374, up from 124,966 at the 2000 census, and, as of 2012, is estimated at 158,391. A city whose heritage spans more than a century, Corona has emerged as an ethnically diverse community, where a significant percentage of the population is made up of young, well educated families.

The Corona community boasts many amenities that provide a first-rate quality of life for residents. The City has more than 394 acres of parks, with sports fields, basketball courts, playgrounds, tennis courts, two skateparks and an outdoor pool.

Public Safety efforts by the Corona Police Department and Corona Fire Department have resulted in low crime rates, quick response times and a superior paramedic program.

The Corona Public Library and the Fender Museum of Music and the Arts provide cultural and educational programming, and the Senior Center is a hub of activity with programs, workshops and social gatherings.

The City also operates a recreational airport.

Corona’s industrial base has played an important role in the growth of the city and its employee base. Corona’s economy is strong and getting stronger! There are more than 42,000 jobs within the city of Corona and there is a workforce of more than 82,000. Our retail and commercial areas are expanding and office development is booming.

In the words of Rapid Response Vice-President of Operations, Morgan Hertel,

I personally have lived and raised my children in the Corona area for the last 30 years. Some of my kids went through the Corona School system, and I have had two separate businesses in the City of Corona, so I can say with experience that it’s a good area in which to work and live and to have a family.
Rapid Response Monitoring offers more than competitive wages, great benefits and an outstanding work atmosphere: its employees are actively encouraged to realize their potential and make a difference to the people we serve.

The company offers opportunities in customer service, dealer support, data entry, corporate training, management, sales, marketing, media, accounting and finance, technical support, programming, events planning, information technology and human resources.

Rapid encourages personal growth through its Quality Assurance, Performance Recognition and Leadership Development Programs. It promotes qualified employees to fill open positions whenever possible to encourage individual progress and to retain developed and valued skills within the company.

In addition to the necessary training for positions at Rapid Response, employees may take advantage of additional training in anything from technology to customer service on a select basis.

Minimum requirements to be employed as a Control Center Specialist are a 2-year Associates degree; comparable credits toward a Bachelor’s degree or two years of military service; as well as full pre-employment drug screening, background checks and a high degree of professionalism. Previous customer service background is preferred. Being bi-lingual is a plus.

Our intensive six-week training program, certified by the Security Industry Association (SIA), is the most rigorous in the industry. It is comprised of two weeks each of:
* Formal classroom training
* Operations training under the tutelage of CCS/Trainers
* Hands-on training monitored by Supervisory staff

Qualifications for employment in other departments are specific to each position. Most departmental staff have prior Operations experience.

For further information, please visit www.rrms.com.

We are an EOE maintaining a Drug Free Workplace.
About Our Benefits

- **Health Insurance**: Rapid Response offers plans option with varying costs and coverage through Lifetime Benefit Solutions.

- **Dental Insurance**: Dental insurance is provided for enrolled employees through Guardian dental insurance.


- **Life and AD&D Insurance**: Paid by Rapid Response Monitoring, the Life benefit is 1x the annual base salary up to $150,000. Supplemental Term-Life is also available through Guardian up to $200,000.

- **Employee Assistance Program**: All employees and their dependents are eligible to seek the confidential and professional counseling services in this program.

- **Paid Vacation Time**: Employees are eligible for paid-vacation days after 90 days of employment.

- **Paid Holidays**: The Company pays for six holidays or pays a holiday rate, per set policy, for those working on paid-holidays.

- **Promote-From-Within Policy**

- **401K/Retirement Planning**: Enrolled employees can contribute pre-tax dollars; Rapid Response matches 50 cents for every dollar up to 4% of annual salary.

- **Employee Recognition Events**

- **Advanced Ergonomics**: Employee workplaces are modern, open, designed to encourage team cooperation and meticulously cleaned and maintained. Desks and chairs are all ergonomically designed to be comfortable and efficient and to prevent fatigue.
How To Apply

For more information, job opportunities and an online application, visit:

www.rrms.com/careers

A resume accompanying your online application is required.

If you have questions, please contact:

jobs@rrms.com

We look forward to hearing from you, and thank you for your interest in our company.

To Learn More About Rapid Response, Visit:

www.rrms.com