



Medical Alert Care Rep – EMT Certified

Overview

VRI is a leading nationwide provider of medical alarm monitoring, medication adherence solutions, vitals monitoring and other electronic monitoring solutions focused on keeping seniors independent, healthy and safe.

Job Skills/Requirements

Job Description:

Monitor and respond to medical alert system alarms. Responsible for handling all incoming alarm signal activities and taking appropriate action. Making outbound calls in order to contact customers, emergency contacts, and Police/Fire/EMS regarding alarm activities while following standard operating procedures.

Responsibilities:

1. Handles a high volume of alarms efficiently with genuine concern. Initiates necessary action and dispatches help as needed.
2. Responds quickly and precisely to alarms and calls.
3. Adheres to alarm guidelines, standard operating procedures and company policies.
4. Works proficiently over emergency equipment and telephones with clients, responders, emergency dispatchers, equipment installers and others.
5. Deals professionally and effectively with clients and co-workers.
6. Documents all alarm activity and phone calls via VRI systems.
7. Represents the company locally in a positive view.
8. Dedication to principles of integrity, quality service and the VRI Values.
9. Develops a reputation as a trusted Care Rep who will add value to the VRI mission.

Requirements:

1. Qualified candidates are required to have a High School Diploma or GED.
2. Qualified candidates are REQUIRED to be a CERTIFIED EMT.
3. Candidates considered for hire must pass a background check, drug screening and security licensing requirements.
4. PC proficiency and the ability to type is necessary.
5. Availability to work weekends is a must. Candidates must be able to work a permanent shift of 4pm-12am; four or five evenings per week to include Fridays, Saturdays and Sundays.
6. Ability to learn, recall and consistently apply a great deal of information. (e.g. alarm guidelines, company products, systems, policies, and procedures).
7. Excellent customer service skills and a pleasant telephone manner.
8. Excellent communication skills. Excellent grammar, a clear speaking voice and superior listening skills.
9. Organizational skills.
10. Attention to details is essential.

11. Ability to multi-task in a fast-paced stressful environment.
12. Flexible and able to adapt to change.
13. Ability to remain calm and professional under pressure.
14. Sense of urgency.
15. Team oriented.
16. Positive, respectful, dedicated candidates a must!

Summary of Benefits:

1. Starting pay is \$10.50 per hour or commensurate with experience.
2. Medical insurance plans after 90 days; 100% VRI paid employee coverage!
3. Vacation pay and double time on holidays worked.
4. 401K/403b plan.
5. Growth opportunities in a stable industry.
6. Casual dress environment; HEY you can wear jeans!

Certification Requirements

- EMT

Education Requirements

- High School Diploma / GED

Additional Information/Benefits

VRI is a dynamic organization that offers a spectacular working environment, total team culture, and hands-on training and support to ensure your success. We care about your commitment to our organization and we make every effort to provide you with first-rate opportunities. Our products and services provide protection and peace of mind for individuals who want to remain independent, and the families that care about them.

Join us now to capitalize on the growing, dynamic senior services market. The position offers a competitive pay package with excellent benefits and opportunities for advancement.

Follow-Up Contact Information:

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