

Job Title: Verification Specialist

Department: Communications Hub

Location: Carlow

We are seeking a Verification Specialist to join our team. As a Verification Specialist, you will have an integral role in protecting our customers across the world from our Alarm Receiving Centre in Carlow, Ireland. Our Specialists operate Netwatch's advanced proactive CCTV monitoring and protection technologies to support customer site security. Our team of Verification Specialists are responsible for managing the safety of our customer sites by monitoring access control and CCTV systems.

We are seeking candidates for fulltime night positions, working on a 4 on/off pattern and candidates who are flexible to work weekend day(s) and pre agree dates between Monday–Friday. Scheduled hours are arranged and agreed in advance with Management

The working pattern opportunities available are:

- **Full-Time, Nights – 4 nights on, 4 nights off shift pattern**
- **Weekend Variable**

This role will be ideally suited to candidates who have strong customer service skills and enjoy working within well-established processes and procedures.

If you are interested in working for a fast-paced and growing company, where you will play a pivotal role in protecting people's lives, have excellent work-life balance and feel rewarded, this is an exciting opportunity for you!

What Netwatch offer?

- Competitive rates of pay
- Healthcare cover
- In-house training
- Night shift premiums
- Life Assurance
- Career progression
- Opportunity to earn additional annual leave
- Funded PSA/SIA licensing training
- Unlimited Employee Referral programme (bonus up to €3,000)
- Unlimited Customer Referral programme (bonus up to €500)
- Staff & family events
- Educational Sponsorship
- Cycle to work scheme
- Free on-site parking
- Flu Vaccinations
- VDU Eye Vouchers
- Employee Assistance Programme

Successful applicants will:

- Use a variety of bespoke systems to deliver effective remote CCTV online visual monitoring and manage barrier controls
- Handle alarm activations as per individual customer site protocols



netwatch
Ireland and UK

- Act as a point of contact for Netwatch customers throughout the world who are experiencing security breaches and issues
- Be responsible for inbound and outbound phone calls including to Security Services and at all times demonstrate an exceptional level of customer service
- Where incidents occur, create Incident Reports, which includes contacts made and actions taken.

To be considered for this role, you must meet the following criteria:

- Leaving Certificate or equivalent, 3rd level qualification desirable
- At least 1 years' experience in a similar or customer service role
- A high level of IT literacy, especially MS Office and/ or bespoke Management Information Systems
- Excellent telephone and customer service skills
- Ability to adapt, learn quickly and multi task effectively under pressure in a high volume, high stakes and fast paced team environment
- Exceptional attention to detail
- A proven track record of performing consistently at a high level
- Ability to exercise good judgment in emergency conditions and act on own initiative
- A team player who is flexible in order to meet business needs.

Due to the nature of our business, successful candidates are required to undergo a satisfactory background vetting, employment history and criminal record check.

Company Overview:

This is an exciting opportunity to join a successful and innovative Global Group, providing industry leading proactive video monitoring services.

At Netwatch Group, we are driven by a powerful vision to "Create a Fearless Environment for our customers, partners and employees". Our mission is to deliver innovative, proactive monitoring technologies and solutions built on trust and a commitment to quality of service. In delivering this, we are dedicated to making a difference in our customers lives every single day. Netwatch proactive video monitoring protects property, creates safe workplaces and enables business continuity. To achieve this we are committed to the recruitment and retention of the very best talent. People who join Netwatch are part of an energetic, ambitious team and develop a career in a fast-paced working environment.

We value our culture of teamwork, accountability and respect for one another. We strive to live by these values to create a positive employee and customer experience. We recognise that our people are our strongest asset and play a crucial role in our competitive advantage. Netwatch wants you to succeed by supporting you continuously; developing your skills through training and encouragement. We challenge you with interesting work, that ensures you can build on your strengths and make an impact.

If you are interested in the role and meet the criteria, please email your CV to

hr@netwatchgroup.com