

SYRACUSE *SURGE*

CAREER PREP: DIGITAL CUSTOMER SERVICE

- Do you like helping people?
- Do you have retail, restaurant, or customer service experience?
- Do you like the idea of a stable, professional job where you don't have to sell anything?
- Do you feel proud when you make an impact through your work?



PAID TRAINING

**CLICK OR
SCAN TO
APPLY**



WHAT IS “DIGITAL CUSTOMER SERVICE?”

In digital customer service, you work in an office and serve customers by phone, email, and other means of digital communication. You will respond to real-time requests, enter data quickly and accurately, solve problems, and answer questions about products or services. You become the voice of the company.

APPLICATION PROCESS

- Apply online by June 10, for early consideration.
- Attend a mandatory applicant information session.
- Finalists will be selected for in-person assessments and interviews.

REQUIREMENTS

- 18 years or older
- City of Syracuse, NY resident
- Authorized to work in the U.S.
- Ability to attend the full program
- Ability to read, write, and speak English for training and safety purposes
- High school diploma or equivalent
- Proof of COVID-19 vaccination
- Basic computer, typing and word processing skills
- Customer service experience



internship

In this five-week SUNY EOC paid training and internship, you will learn foundational skills for a career in digital customer service AND become eligible to interview for a position at Rapid Response Monitoring in a Data Entry or Customer Service Representative role...

[read more](#)



RAPID RESPONSE MONITORING

internship

Participants in this CAREER PREP: Digital Customer Service program will take part in a paid internship in Rapid Response's Data Entry department. You will be responsible for onboarding, activating, and maintaining customer accounts efficiently, accurately, and professionally.

Rapid Response Monitoring believes that human judgment and compassion are key to making a meaningful impact with technology, calling this service **Professional Monitoring**.

Highly-trained staff provide a personal response to automated signals from medical alert pendants, smart home tech, home security systems, commercial fire alarms, blue-light call boxes, and more. Their team is the confident, reassuring voice on the other end of the phone that sends the right kind of help if and when it's needed.

Headquartered in Syracuse for 30 years, Rapid Response is looking to hire dozens of new roles across all departments.

The corporate campus in Franklin Square is designed for ergonomic comfort and beauty to deliver one of the best quality work environments in CNY.



See it first hand!

All CAREER PREP classes & your internship will take place at SUNY EOC and on the Rapid Response campus in Franklin Square.

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RAPID RESPONSE
MONITORING

800.558.7767 / rrms.com/careers

