



Sector Alarm

Customer Service Center

SECTOR
ALARM•)))



We do our best to create a workplace where you can feel safe, appreciated, and looked after, and you will have an active role in supporting our customers.



Jørn Anthonisen

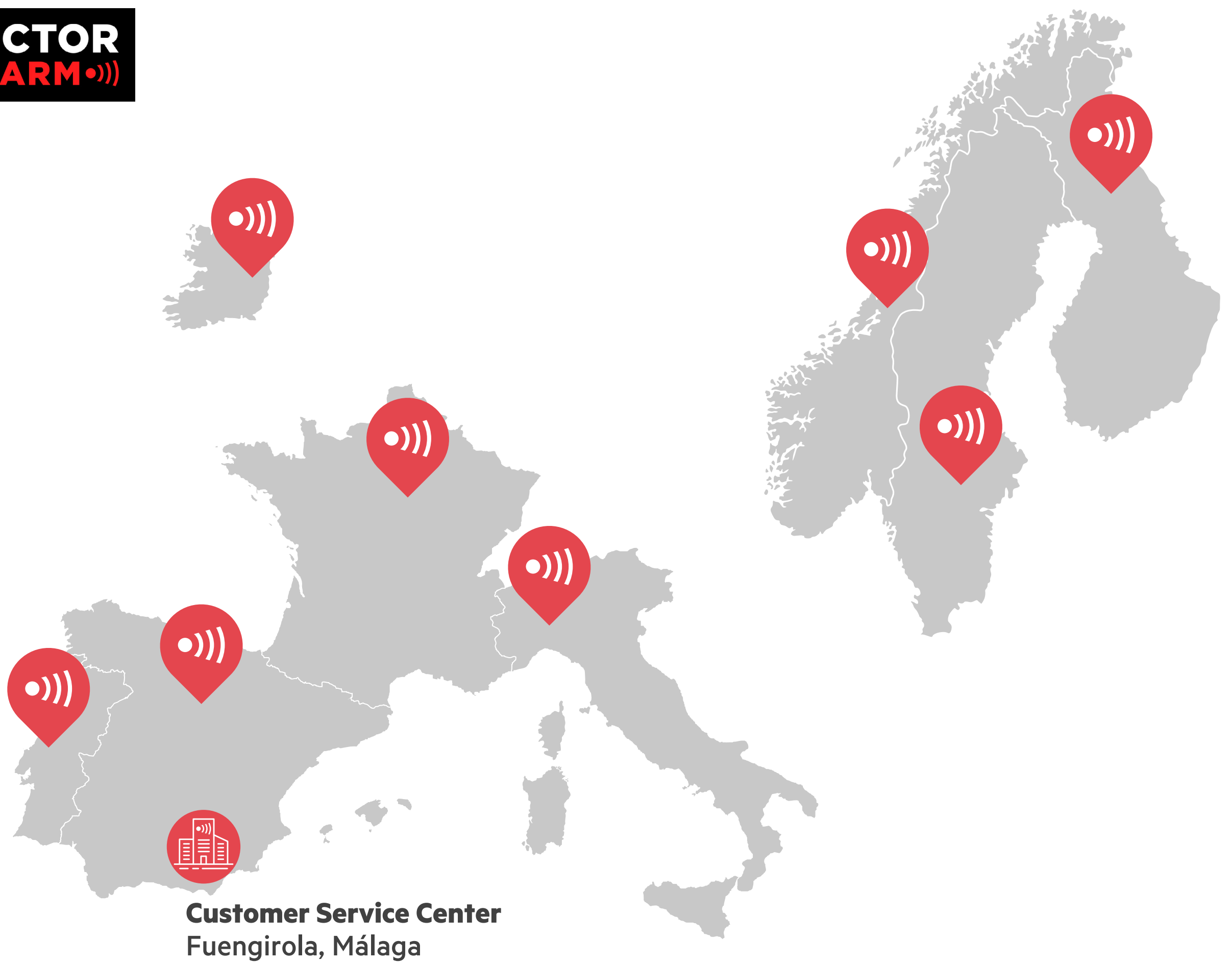
Director Customer Service Center

Introduction

Working in Customer Service is a valuable and rewarding experience. We take pride in maintaining our high score for customer satisfaction. For us at Sector Alarm, the focus is safe and happy customers.

We have agents from across Europe supporting our customers in 8 European countries, so it is important for us to have a diverse and inclusive work environment. We work as a team, and celebrate our achievements together.

“I am originally from Norway, and I moved to Spain more than 25 years ago. I still love working for Sector Alarm, and I have to say I continue to enjoy the Spanish culture and climate.”



Meet Sector Alarm

Sector Alarm is the second largest security provider in Europe. Our core business is to provide excellent security solutions to our customers. We are in full control of the entire customer experience, ensuring that our customers feel well taken care of.

Sector Alarm was founded in 1995 in Norway by Jørgen Dahl. We are developing award-winning state-of-the-art technology in-house. We pride ourselves on having consistently high Customer Satisfaction (over 95%), outstanding Customer Loyalty, and great working culture.

8

Countries

+600.000

Customers across Europe

+3000

Employees

A rewarding career starts here

A job in the Customer Service Team



Our aim is to keep families safe, providing peace of mind, every day.

At Sector Alarm you can make a difference!

We take pride in having a job with purpose, and we are sure you will too. From day one, you will receive all the necessary training to provide our customers with exceptional service and advice.

Become part of a team committed to delivering the best customer service!



We've got you

If you dare to take the step,
we'll support you along the way

Starting a new job is always exciting, yet it can feel a bit overwhelming at times. No worries! We're here to support you until you get the hang of it!

On your first day, our office coordinator and our coaches will show you around and help you get your paperwork ready. At the same time, you will also meet your colleagues.

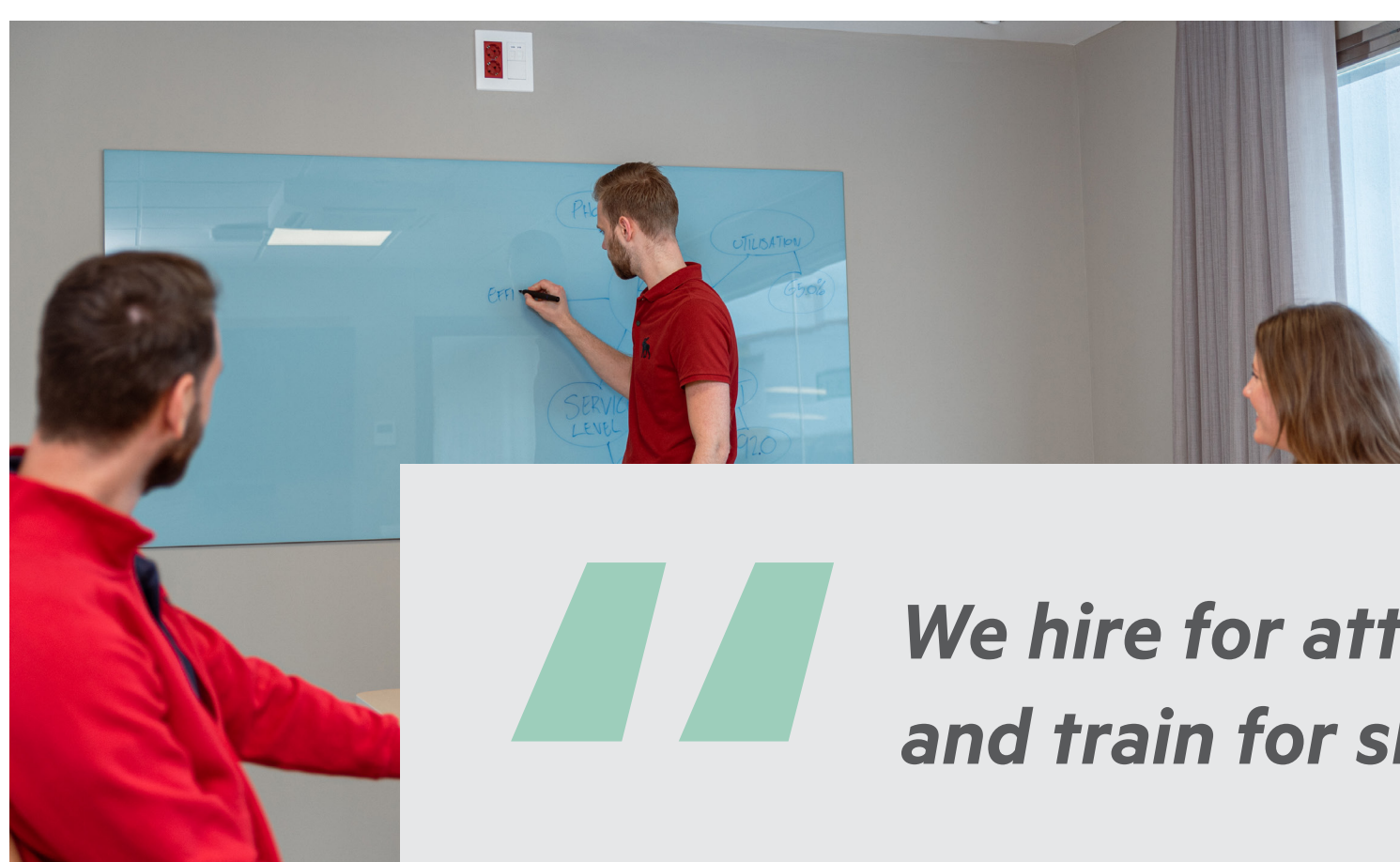
Our certified coaches will set up an interactive onboarding program that will include both classroom training and practical exercises.



You will get to know our systems and products, and learn how to use them in your daily work. We strongly believe in learning by doing, therefore, in your first few weeks, you will have the opportunity to make your initial customer calls with the guidance and assistance of your designated coach.

When your onboarding programme is completed, you'll be ready for your new job!

In addition to getting support from your team leader and coaches, don't forget that you'll have wonderful colleagues that are there to guide you on this new adventure. We've got you!



***We hire for attitude
and train for skills***

The opportunity to grow

Andrea Flygare is one of our returning employees, she started out as a Customer Service Agent back in 2012 and quickly got promoted to Assistant Team Leader. After three years, she decided to move to Sweden with her family. In March of 2022, the family decided to move back to Fuengirola, and it was quite natural for Andrea to reach out to us for new possibilities. She rejoined our team in March.



What I missed most was the positive drive. The Customer Service Center is a fun and rewarding place to work, where no two days are the same. It is a true team-oriented environment, and the company invests in training and supports the growth of all employees. If you have the right attitude and show the willingness to improve, nothing is stopping you from growing your career at the Customer Service Center.”

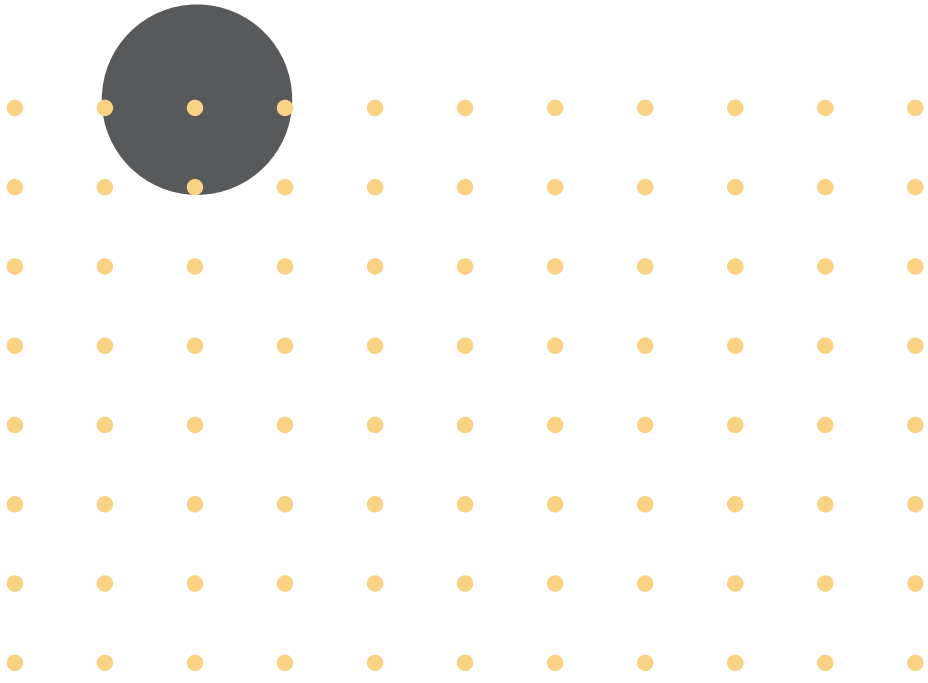
2015
Moved to Sweden

2022
Moved back to Spain to be Team Leader Frontline Norway

2012
Customer Service Agent in Fuengirola, Malaga

2013
Became an assistant Team Leader in the Billing Team

2013
Became a Team Leader in the Dialogue Team





When you choose us, we take care of you – we offer a range of services for those coming to work for us. We will help you with your relocation, make sure you have the health benefits you are entitled to, and we offer in-house training to mention some of the services we provide. Our benefits are designed to give you peace of mind, keep you focused on the job and have a great time!

It's all about you

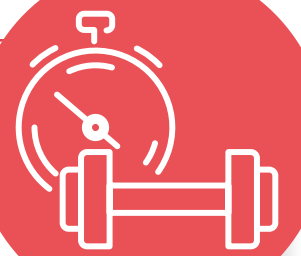
Work-Life Balance

- Administrative support for relocation
- Paid holidays (26 days)
- Permanent contract from day one
- Paid training
- Children's summer camp grant



Wellbeing

- Free daily meals & snacks
- Sports grant
- Language grant
- Yearly medical check-up
- Reduced private medical insurance
- Corporate benefits (local and international discounts)



Growth

- Future leaders program
- Internal career opportunities
- Language exchange program
- Support to specialize in your area
- International networking



Culture

- Tours around Spain
- Corporate events
- Sports tournaments
- After-works
- Summer parties
- Holiday events





It can be a challenge to move abroad, but we'll make it easier for you.

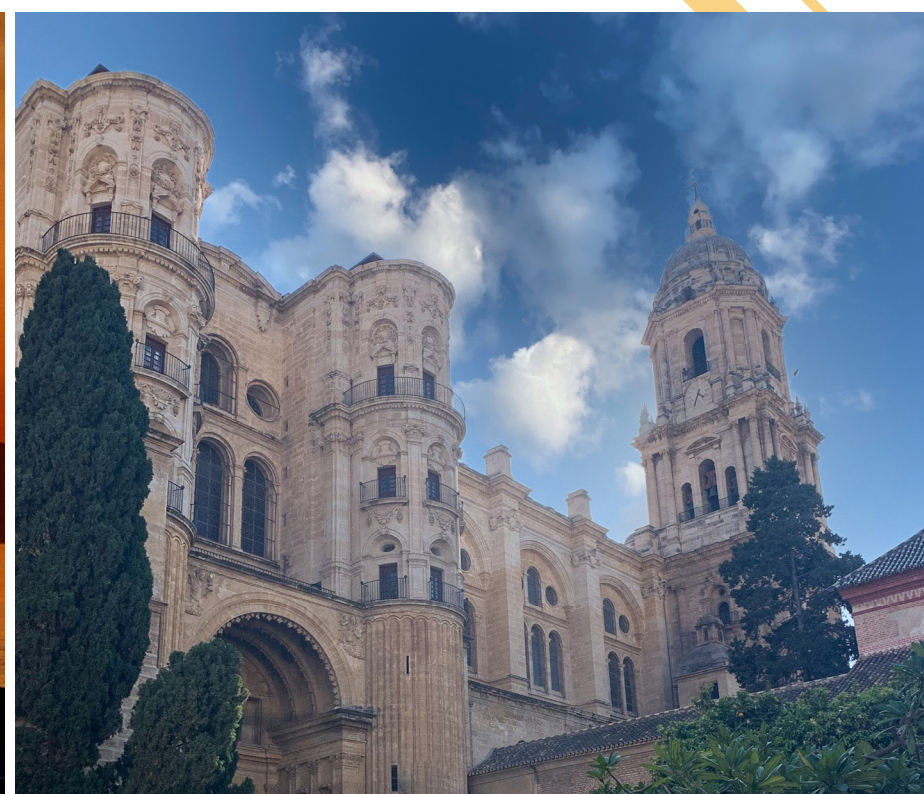
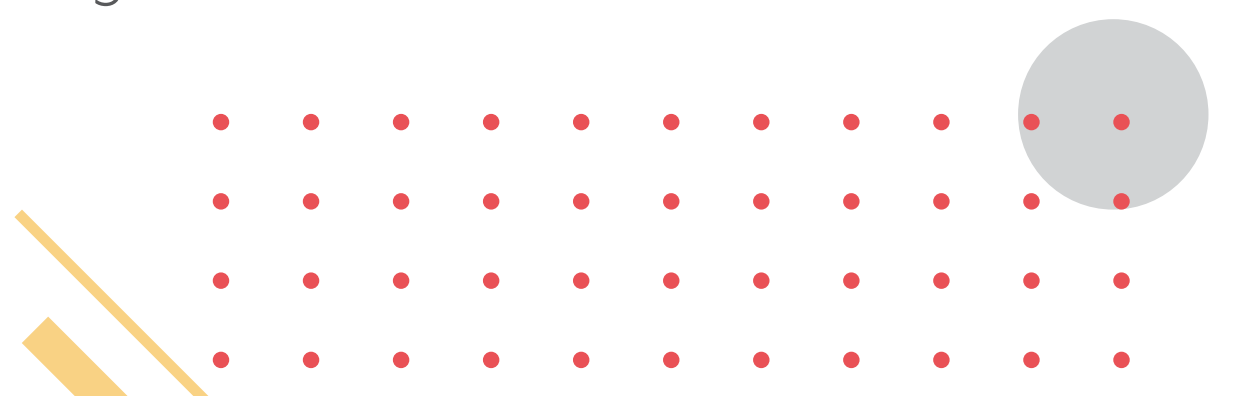
Welcome to Mijas and Fuengirola, the best Spain has to offer!

Ready for the adventure?

Moving to Spain

Our office, situated between the towns of Fuengirola and Mijas, perfectly aligns with the atmosphere felt in the area's streets, where over a third of the population comes from abroad. The delightful Spanish climate invites you to enjoy outdoor activities like hiking, sunbathing, skiing, snorkeling, or even playing

padel. Whether you prefer the beach or the mountains, everything is easily accessible. Moreover, if you prefer a more urban environment, the city of Malaga is just a train ride away. Malaga, a thriving metropolis, is home to a vibrant art scene, chic fashion boutiques, and innovative creative neighborhoods.





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