



POSITION DESCRIPTION

POSITION TITLE: Control Room Operator
REPORTS TO: State Security Manager
LOCATION: Armaguard Branch as advised

POSITION OVERVIEW

To attend at the State Control Room as rostered by the Security Supervisor and ensure all Control Room functions are attended to with the highest degree of security and professionalism.

To maintain surveillance of the Armaguard operation utilising Fastscan during Branch opening's and closing's and report on the standard of security performed by Armaguard personnel relative to the Company's security requirements. Take the appropriate steps to advise senior Armaguard staff or other authorities, should a situation arise at a branch, which necessitates attendance by senior staff or other authorities.

JOB DETAILS

- To attend at the State Control Room as rostered by the Security Supervisor and ensure all Control Room functions are attended to with the highest degree of security and professionalism.
- To maintain surveillance of the Armaguard operation utilising Fastscan during Branch opening's and closing's and report on the standard of security performed by Armaguard personnel relative to the Company's security requirements.
- A high level of commitment to service excellence in the delivery of products and services to client's
- Take the appropriate steps to advise senior Armaguard staff or other authorities, should a situation arise at a branch, which necessitates attendance by senior staff or other authorities.
- To ensure all relative documentation pertaining to the security operation is maintained during the course of yours hours of duty.
- To maintain control of all two-way radio transmissions and other means of communication during yours hours of duty.
- Assisting in "On The Job Training" for all new employees
- Adhering to strict security and operational procedures and rules (eg. branch operations manual, security procedures)
- All other duties as directed within the scope of employee skill level and training.

OTHER DUTIES – but not limited to:

- To assist Security Supervisors as required concerning the Fingerscan system.
- To attend to security related Escort duties as required by the Security Supervisor.

KEY COMPETENCIES

- Develop and maintain a harmonious relationship with all Armaguard personnel, Police Force, and other Public Security bodies.

- In the event of an emergency, such as an armed hold-up, accident, hostage situation, advise senior Armaguard staff, emergency services, and maintain open communication with all parties during the incident.
- Ensure that regulations relating to branch opening's / closing are fully implemented on every occasion.
- Report any witnesses breach of security to the Security Manager, giving details of the breach, time, day, date and location.
- To attend compulsory firearms training to achieve and maintain the standard of proficiency required.
- At all times, when on duty, to wear the official Security Section uniform unless requested by the Security Manager to do otherwise.
- At all times, to be responsible for the Company vehicle, firearms and security equipment both on and off duty.
- Ensure that only authorised personnel are permitted access to the Security premises.
- Maintain the Control Room in a clean and tidy condition when on duty.
- Perform all other duties as required by the Security Manager.