

INTERNAL VACANCY

Post Description:

Surveillance Control Room Operator position Somerset West area

Professional Summary:

An experienced control room operator with good interpersonal and communication skills, in addition to a confident approach and professional attitude. Good organisational skills and abilities. You must have a sense of urgency and attention to detail.

Professional Qualifications:

- Customer care and service skills
- Psira registered and renewed (Preferably B-grade)

Key Skills:

- **Operations**
Incident Handling & Report Writing
Basic Knowledge of the law
Knowledge on Handling of suspects (Arrests, Questioning)
Site Coverage in conjunction with operational management
Manage of control room staff and able to take control of incidents and conflict handling
Handling of medical emergencies
- **Technical (Preferably Experience with the following)**
Alarm monitoring system
CIMMS – Online Incident Management System
BVMS – CCTV Monitoring
Back-up System of Control Room on Power Failure
- **Alarm Management**
Handling of faulty alarms & procedure on dispatch of Technician

WOLF Security Solutions (PTY) Ltd

Registration Number:

2017/12389/07

PSIRA Registration Number: 2826639

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- Communication to Wolf Management / Alarm Client / Surveillance Clients
- Experience in Client Complaint Handling and escalation to relevant management
- Advanced Computer Skills
- Preferably More than 2 years' experience as a surveillance and control room operator.
- Working under extreme pressure situations
- Experience in Disciplinary investigations, Hearings and Warnings issued
- Clean Company Disciplinary record
- Own Transport to and from work place and availability after hours and weekends
- Handgun Competency for Business use (Optional)

Applications to be submitted to Gerald Jaars at gerald@wolfgroup.co.za; and Coenraad Rhodas at hbmanager@wolfgroup.co.za;

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