



WE'RE HIRING

We are looking for a talented individual to join our team

CCTV Surveillance Unit Specialist.

The main purpose of the position is to manage the day to day operations and staff in the Surveillance Unit that is housed within the Beagle Watch Control Centre.



Duties and tasks

- Ensure unit is manned by capable and skilled staff at all time
- Ensure monitoring systems are working (Private and Public space)
- Manage alert volumes and quality ensuring effectiveness and operational success
- SOP – ensure relevance and implementation and training thereof
- Quality Checks on alerts handled, reports on whatsapp groups etc
- Ensure discipline is maintained at all time (breaks, leave etc)
- Daily, weekly and monthly reports to BCC Manager on efficiencies
- Compiling of client specific reports and ensuring they are sent timeously
- Testing of new products (monitoring) and compiling required POC data for decision making by Executive Team
- Signing off on investigations and liaison with clients and Ops team herein
- Liaison with SAPS and other external investigative authorities
- Ensure training curriculum is relevant and monthly training conducted with Surveillance Unit
- Daily up and downtime report
- Ensure billing to and from suppliers and clients are correct
- Ensure SLA in place with all monitored sites
- Sales and Technical support
- Ensure Whatsapp groups are monitored and relevant issues attended to
- Ensure Job Descriptions for subordinates are relevant and up to date

Competencies

Knowledge

- South African security legislation
- BW Operational Policy and procedures
- BW HR Policy and procedures
- Alarm systems and electronic security
- Health and Safety legislation

Skills

- Excellent Communication Skills i.e. telephone and written
- Communicate at all levels
- Good command of English & Afrikaans
- Analytical Skills
- Basic MS Office
- Risk identification
- Conflict Management

Attributes

- Reliable
- Customer Thinking
- Awareness of the market environment
- Patience
- Team Player
- Cope well with stress
- Understand the electronic security environment

Minimum qualifications & skills

Grade 12 or at least minimum 3 years monitoring experience in a similar environment
Problem solving and conflict resolution
Previous Control Centre experience in alarm monitoring
Basic Microsoft Office Literate
Good typing skills (approx 40 w.p.m)
Listener Suite Alarm Monitoring Software efficient

HOW TO APPLY FOR THIS POSITION

If you feel you are the right person to fill this position, kindly email a copy of your most recent resumé and the relevant supporting documentation to francois.vanderwesthuizen@beaglewatch.co.za



The deadline for submissions is 6 December 2024.