



Control Room Operator

Job Description

Job Brief

Lady Askari is looking for an experienced Control Room Operator to help secure client assets through the surveillance of our CCTV, and communication network. The Control Room Operator will be expected to monitor, identify, document and investigate any inconsistencies that pertain to the safety and security of employees, facilities, products, cash, property, and any other assets.

Duties and responsibilities

- Perform daily control room tasks with high integrity and efficiency
- Monitor CCTV and report any unusual activity to the Line Manager/Duty Security Officer
- Respond promptly to radio checks and keep accurate records of all communication
- Keep a record of any incidents and report these to the Duty Security Officer
- Monitor vehicle and staff movements via our Geolocation software
- Issue field visit related equipment to staff on the instruction of the Operations Manager
- Report any alarm activation to the Duty Security Manager.
- Monitor the external security situation and provide the best routes and road status to company drivers.
- Manage the main switchboard, answer all the calls and direct them to the right department promptly and courteously.
- Identify and recommend changes to improve our security operations
- Any other duty as directed by the Duty Manager or Line Manager.

Qualifications

- Minimum of KCSE Certificate with a grade of C+ and above
- Experience using relevant technology and security equipment (e.g. CCTV, Computers, 2-way radio and security software)
- Experience in reporting and emergency response planning
- Excellent knowledge of security protocols and procedures
- At least 2 years experience as a control room operator
- Proficient in MS Office and Google Suite
- A current Certificate of Good Conduct
- An analytical mind with problem-solving skills
- Excellent organizational and multitasking abilities
- Fluent in written and spoken Swahili and English. Additional languages are a plus
- Excellent Communication Skills – clarity and courtesy on phone, 2-way radio and email
- A desire to learn
- Female applicants are encouraged to apply