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## Surveillance Controller – Job Description

### Job Brief

Lady Askari is looking for a Surveillance Controller to proactively identify, evaluate, and report security threats through the professional use of CCTV equipment to positively identify breaches in security.

### Duties & Responsibilities

- Conduct CCTV system checks and ensure equipment functions correctly.
- Perform surveillance to monitor access control, suspicious activity, and movement in and around the client's location.
- Record incidents, faults, and anomalies in the CCTV register and report for action.
- Communicate and document suspicious activity or incidents observed via cameras.
- Monitor guard alertness and escalate high-profile incidents promptly.
- Administer access control systems, process access requests, and enforce access control rules.
- Monitor fleet movements, ensure fleet systems function correctly, and update vehicle allocation records.
- Enforce vehicle safety rules, investigate and resolve incidents, and perform vehicle inspections.
- Ensure timely servicing, insurance compliance, and adherence to government regulations for vehicles.
- Coordinate with vendors, analyze data, track fueling, and monitor vehicle repair and maintenance costs.

### Qualifications

- Minimum of KCSE Certificate with a grade of C and above
- Minimum of 2 years experience as a control room operator
- 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
- 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 –clear and courteous on the phone, 2-way radio and email
- Capable of working 12-hour shifts which include days, nights, and weekends.

### Personal Attributes



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- Curious, with a proactive risk mindset
  - Professional and approachable demeanour.
  - Strong sense of responsibility and integrity.
  - Excellent problem-solving skills and the ability to work independently.
  - Punctual and reliable.

Apply via this link: <https://airtable.com/app2njYGJRO1n7fx1/shrwbfb03P5vlyqV3>

**The deadline for applications is 24 January 2025 at 5 pm**