INTERNAL VACANCY

REF NO.   : CONTROL CENTRE OPERATOR
DIVISION   : TECHNICAL – NOC VAAL DIE VIE
POSITION   : CONTROL CENTRE OPERATOR
CLOSING DATE   : 02 JULY 2025

An Internal Vacancy exists for a **2X Control Centre Operators** in the **Technical Division** based in **Centurion.**

The suitable candidate's main responsibilities and duties include, but are not limited to, the following:

CCTV & Surveillance Monitoring

- Monitor over 300+ cameras, especially perimeter thermal, ANPR, and high-risk zones.
- Identify, track, and log suspicious activities in real time.
- Perform live investigations when incidents occur (e.g., alarms, perimeter breaches).
- Report faulty cameras and follow escalation procedures.

Alarm Monitoring & Response Coordination

- Monitor all alarm panels (perimeter, intrusion, fire, panic).
- Validate and respond to alarm triggers according to SOP.
- Dispatch and guide onsite patrols and third-party responders.
- Escalate to Armed Response or Tactical when required.

Radio & Telephonic Communications

- Maintain professional communication with on-ground security, estate managers, and emergency services.
- Accurately log all radio and phone traffic relating to incidents or instructions.
- Maintain calm and control during live incidents.

Incident Logging & Reporting

- Record all incidents in the Control Room Logbook and electronic incident tracker.
- Generate shift-end reports and incident summaries.
- Ensure all incidents have accurate timestamps, response logs, and photos/videos if applicable.

Compliance & SOP Adherence

- Follow all Standard Operating Procedures for alarms, patrol check-ins, access control, and emergencies.
- Ensure systems (e.g., Genetec, radio logs, site maps) are up to date and operational.
- Participate in audits and compliance reviews as required.

Systems Checks & Shift Handover

- Perform camera and system health checks at shift start/end.

CEO: C Diavastos
MM Selepe   A Myatt   HBN Yiga   NR Msimangi   TC Nyembe

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REG NO: 1991/003768/07   VAT NO: 4190122384
Registered as a security service provider by the Private Security Industry Regulatory Authority, registration number 0045129

- Complete daily checklist: camera status, alarm connectivity, UPS/power status, radio check, time sync.
- Conduct a formal verbal and written handover to the incoming operator.

Preferred qualifications/competencies/attributes/skills:

- Grade 12 (Matric); security or IT certifications are advantageous.
- 2+ years in a control room, preferably in estate, campus, or CCTV operations environment.
- Proficient in Genetec (or similar VMS), alarm monitoring platforms, incident logging software
- MS Office, radio and VoIP systems
- Understanding of perimeter security, SOPs, access control systems, and emergency
- response coordination. Body Language and description transfer
- High attention to detail, calm under pressure, excellent communication, situational awareness, disciplined and ethical.
- PSIRA registered (minimum Grade B); Clean criminal record; Fluent in English (Afrikaans or Xhosa is a plus); Available for rotating shifts, weekends, nights.
- Surveillance Vigilance
- Incident Coordination
- Communication Mastery
- SOP Discipline
- Rapid Decision-Making
- Report Accuracy

Interested candidates to E-mail CV and Internal Application Form to: Internalcv@proteacoin.co.za
Employment consideration will be in accordance with the Employment Equity Act requirements
Should you not hear from us within 14 days after closing date, your application should be considered unsuccessful

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