

Alarm Response Officer Job Description

A comprehensive job description template
for Australian security services businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and security industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	7
6. Award Information	7
7. Expected Behaviours	8
8. Application Process	8

1. Position Overview

1.1 Position Title

Alarm Response Officer / Mobile Security Officer / Emergency Response Officer

1.2 Position Summary

The Alarm Response Officer is responsible for responding to alarm activations, conducting security patrols, performing site inspections, and managing emergency situations across multiple client locations. This mobile role involves driving between sites, investigating alarm causes, securing premises, liaising with police and emergency services, and providing rapid response to security incidents throughout the designated service area.

The position requires excellent driving skills, strong decision-making abilities, physical fitness, and capability to work independently during varied shifts including nights and weekends. Alarm Response Officers must respond quickly to calls, assess situations accurately, take appropriate action, maintain detailed records, and provide professional service while working alone in potentially risky situations.

1.3 Reporting Structure

This position reports to:

- Control Room / Operations Centre
- Patrol Supervisor / Shift Supervisor
- Operations Manager / Security Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week including shift work)
- Part-time (regular rostered shifts)
- Casual (variable shifts based on operational needs)

2. Key Responsibilities

2.1 Alarm Response and Investigation

- Respond promptly to alarm activations dispatched by control room
- Attend multiple sites across designated patrol area
- Investigate cause of alarm activations thoroughly and safely
- Check premises externally and internally for signs of intrusion
- Identify false alarms, faults and genuine security breaches
- Search premises for intruders when safe and appropriate to do so

- Assess situations and determine appropriate response actions

2.2 Site Inspections and Patrols

- Conduct scheduled mobile patrols of client premises
- Perform external and internal site inspections
- Check perimeter security including fences, gates and access points
- Inspect doors, windows and locks for security
- Verify alarm systems are set and functioning correctly
- Check for signs of unauthorized entry, damage or vandalism
- Report maintenance issues and security vulnerabilities

2.3 Emergency Response and Incident Management

- Respond to emergency situations including break-ins and suspicious activity
- Manage incidents calmly and professionally
- Contact police, fire or ambulance services when required
- Coordinate with emergency services and provide site access
- Secure premises following incidents and await police attendance
- Preserve crime scenes and evidence for police investigation
- Notify clients and control room of significant incidents

2.4 Lock-up and Opening Services

- Perform lock-up duties for client premises at closing time
- Conduct opening procedures for early morning sites
- Check that all staff have vacated premises before securing
- Secure all doors, windows and access points
- Set alarm systems according to client procedures
- Test alarm systems to ensure proper activation
- Provide keys or access credentials securely as required

2.5 Communication and Coordination

- Maintain radio contact with control room throughout shift
- Report arrival, departure and all clear signals for attended sites
- Provide situation updates and request backup when needed
- Communicate with clients and key holders regarding incidents
- Liaise with police and emergency services professionally
- Follow instructions from control room and supervisors
- Respond to radio calls promptly and clearly

2.6 Vehicle Operations

- Drive company security vehicle safely and responsibly
- Maintain valid driver license and clean driving record
- Follow all road rules and traffic regulations
- Navigate efficiently between multiple sites using GPS
- Conduct pre-shift vehicle checks and report defects
- Maintain vehicle cleanliness and presentation
- Complete logbooks and fuel records accurately

2.7 Documentation and Reporting

- Complete detailed incident reports for all alarm responses
- Document patrol activities and site inspections
- Record observations, actions taken and findings
- Photograph evidence and damage when appropriate
- Complete shift logs and occurrence books
- Maintain accurate time records and mileage logs
- Ensure all paperwork is submitted promptly and accurately

2.8 Client Service and Property Protection

- Provide professional security services to protect client property
- Build positive relationships with clients and key holders
- Respond to client requests and concerns appropriately
- Maintain confidentiality regarding client premises and operations
- Represent the company professionally at all times
- Ensure client properties are left secure and undamaged
- Provide feedback on improving security at client sites

3. Required Skills and Attributes

3.1 Essential Skills

Driving and Navigation

Valid driver license with clean driving record. Confident driving in all conditions including night driving.

Excellent navigation skills and knowledge of local area. Ability to plan efficient routes between multiple sites.

Safe and responsible vehicle operation at all times.

Decision Making and Problem Solving

Sound judgment to assess situations and determine appropriate actions. Ability to make quick decisions under pressure. Problem-solving skills for unexpected situations. Risk assessment capabilities for personal and site safety.

Communication Skills

Clear radio communications with control room and other units. Professional interaction with clients, police

and emergency services. Concise written reports and documentation. Ability to convey information accurately under pressure.

Physical Fitness and Capability

Physical fitness for entering premises, climbing fences and searching buildings. Ability to run and pursue if required. Stamina for night shifts and extended driving periods. Capability to work in various weather conditions.

Observation and Attention to Detail

Strong observational skills to identify security breaches and hazards. Attention to detail during site inspections. Ability to notice unusual signs or evidence. Thoroughness in checking premises and securing property.

3.2 Personal Attributes

- Highly reliable and punctual for all shifts
- Calm and composed under pressure and in emergencies
- Self-motivated and able to work independently
- Honest and trustworthy with high integrity
- Confident and assertive when dealing with incidents
- Professional appearance and demeanor
- Physically fit and capable of active duties
- Alert and vigilant during night shifts
- Flexible regarding shift times and locations
- Committed to safety and following procedures

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A or equivalent in relevant state/territory)
- Current unrestricted driver license (full license, not provisional)
- Clean driving record with no major traffic offences
- Current National Police Check (obtained within last 12 months)
- Eligibility to work in Australia
- Minimum age 21 years (for insurance purposes)
- Physical fitness for operational duties
- Current First Aid certificate

4.2 Desirable Qualifications

- Certificate II or III in Security Operations
- Previous alarm response or mobile patrol experience

- Experience in security, police or emergency services
- Advanced First Aid or CPR certificate
- Defensive driving training
- Radio operator certification
- Local area knowledge and experience

4.3 Physical and Medical Requirements

- Physical fitness for entering premises and searching buildings
- Ability to climb fences and access various locations
- Good vision for night driving and inspections
- Capability to work night shifts and irregular hours
- No medical conditions preventing security duties
- Ability to pass pre-employment medical assessment

4.4 Experience

Entry-level positions are available for candidates with security licences and full driver licenses who demonstrate reliability, integrity and strong decision-making abilities. Previous experience in security, emergency response, or related fields is advantageous. Comprehensive training in alarm response procedures, site-specific requirements, radio communications, and emergency protocols will be provided. Candidates must demonstrate responsible attitude to driving and working independently.

5. Working Conditions

5.1 Hours of Work

- Rotating shift work including days, afternoons, nights, weekends and public holidays
- Typical shifts 8-12 hours covering designated patrol areas
- Night shifts are common (typically 6pm-6am or similar)
- Full-time positions typically 38 hours per week averaged over roster cycle
- Part-time and casual positions available
- Standby and on-call duties may be required

5.2 Work Environment

- Mobile vehicle-based work covering multiple sites
- Working alone for majority of shift
- Outdoor and indoor environments in all weather conditions
- Various client premises including commercial, industrial, retail
- Exposure to potentially dangerous situations
- Driving in metropolitan and regional areas

- Radio contact with control room for support

5.3 Physical Demands

- Extended periods of driving throughout shifts
- Walking and inspecting premises on foot
- Climbing stairs, fences and accessing various areas
- Standing, walking and moving quickly when required
- Working in hot, cold and wet weather conditions
- Remaining alert during night shifts and quiet periods

5.4 Uniform and Equipment

- Company security uniform provided (shirt, pants, jacket)
- Black boots or shoes suitable for security duties
- Hi-visibility vest when attending roadside locations
- Security identification badge worn visibly
- Company vehicle with signage provided
- Two-way radio and mobile phone
- Torch, first aid kit and safety equipment
- Personal protective equipment as required

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Security Services Industry Award 2020 (MA000016). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in security services including alarm response and mobile patrol duties.

6.2 Classification Level

Alarm Response Officers are generally classified under the award as:

- Level 1: Alarm Response Officer performing routine response and patrol duties
- Level 2: Experienced Officer with additional responsibilities
- Level 3: Senior Alarm Response Officer or Team Leader

The specific classification level will be determined based on duties performed, experience level and scope of responsibilities.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of ordinary rate (casual: 175%)

- Sunday: 200% of ordinary rate (casual: 225%)
- Public holidays: 250% of ordinary rate (casual: 275%)
- Evening shift (6pm-midnight Monday-Friday): 115% of ordinary rate
- Night shift (midnight to 6am): 130% of ordinary rate

Additional allowances apply for:

- Vehicle allowance when using personal vehicle
- First aid allowance when required to perform first aid duties
- Higher duties allowance when performing supervisory roles

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Security Services Industry Award 2020 for current rates and detailed conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive punctually and ready to commence patrol duties
- Maintain professional appearance in full uniform
- Represent the company with professionalism and integrity
- Follow all company policies, procedures and work instructions
- Treat all persons with courtesy and respect
- Maintain confidentiality regarding client premises and operations

7.2 Operational Excellence

- Respond to alarm calls promptly and efficiently
- Conduct thorough site inspections and investigations
- Complete all documentation accurately and on time
- Maintain radio contact with control room
- Follow emergency procedures and protocols
- Secure premises properly after inspections

7.3 Safety First

- Prioritize personal safety in all situations
- Assess risks before entering premises or investigating
- Drive safely and responsibly at all times
- Call for backup when situations require additional support
- Report all incidents, hazards and near misses
- Follow WHS policies and safe work procedures

- Never take unnecessary risks to protect property

7.4 Service Excellence

- Provide excellent service to clients and key holders
- Communicate professionally with all stakeholders
- Be courteous and helpful when dealing with clients
- Respond to client concerns and requests appropriately
- Maintain high standards of vehicle presentation
- Build positive reputation for the company

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work history and experience
- Cover letter outlining interest and suitability for mobile security work
- Copy of current Security Licence (Class 1A)
- Copy of current driver license
- Driving history report (from relevant authority)
- Current National Police Check (within 12 months)
- Contact details for at least two professional referees
- Copies of relevant certificates and qualifications

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with operations management
- Driving assessment and vehicle familiarization
- Scenario-based assessment of judgment and decision-making
- Reference checks with previous employers
- Verification of licences, qualifications and driving record
- Pre-employment medical assessment
- Comprehensive training program and site familiarization

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____