

CCTV Operator Job Description

A comprehensive job description template
for Australian security 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.

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1. Position Overview

1.1 Position Title

CCTV Operator / Control Room Operator / Surveillance Operator

1.2 Position Summary

The CCTV Operator is responsible for monitoring surveillance camera systems, detecting security incidents and suspicious activities, coordinating security responses, managing alarm systems and maintaining detailed logs from a centralized control room. This role requires exceptional concentration, observational skills and the ability to make quick decisions while monitoring multiple camera feeds simultaneously, often during night shifts in a control room environment.

The position involves continuously monitoring CCTV camera feeds across multiple sites, detecting and responding to security breaches, coordinating with security guards and emergency services, operating access control systems, documenting incidents and maintaining surveillance equipment. CCTV Operators must remain alert and focused throughout shifts, maintain accurate records and provide effective communication and coordination for field security personnel.

1.3 Reporting Structure

This position reports to:

- Control Room Supervisor / Operations Supervisor
- Security Manager / Operations Manager
- Client Security Manager (for dedicated control rooms)

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular night shift work)
- Casual (relief control room shifts)

2. Key Responsibilities

2.1 CCTV Monitoring and Surveillance

- Monitor multiple CCTV camera feeds continuously throughout shift
- Scan cameras systematically across multiple client sites
- Detect suspicious activities, security breaches and incidents
- Track movements of persons of interest across camera networks
- Operate PTZ (pan-tilt-zoom) cameras to investigate activities
- Maintain vigilance and concentration during long monitoring periods

- Recognize and respond to unusual events or behaviors

2.2 Incident Detection and Response

- Identify security incidents in real-time via camera feeds
- Assess severity and determine appropriate response
- Dispatch security guards to incidents promptly
- Provide real-time guidance to field security via radio
- Contact police and emergency services when required
- Monitor incident resolution and document outcomes
- Coordinate multiple security responses simultaneously

2.3 Alarm Monitoring and Management

- Monitor alarm systems for intrusion, fire and panic alerts
- Respond to alarm activations according to procedures
- Verify alarm activations via CCTV cameras
- Dispatch mobile patrols to alarm sites
- Contact keyholders and clients regarding activations
- Reset alarm systems after verification
- Maintain alarm monitoring logs and records

2.4 Communication and Coordination

- Maintain radio communication with security guards and patrols
- Coordinate security activities across multiple sites
- Provide directions and support to field security
- Liaise with police, fire and ambulance services
- Communicate with clients regarding incidents and issues
- Brief incoming shift operators during handovers
- Maintain professional telephone manner

2.5 Access Control and Building Systems

- Operate electronic access control systems remotely
- Grant or deny access based on authorization
- Monitor entry and exit points via cameras
- Manage visitor access and credentials remotely
- Control security gates, barriers and doors
- Monitor building management systems and alerts
- Respond to access control issues and lockouts

2.6 Recording and Documentation

- Complete detailed incident reports for all events
- Maintain accurate occurrence logs and activity records
- Document all alarm activations and responses
- Record camera angles and footage details for incidents
- Download and preserve CCTV footage as evidence
- Complete shift handover reports thoroughly
- Maintain chain of custody for evidence

2.7 System Maintenance and Technical Support

- Monitor CCTV system functionality and performance
- Report camera faults, outages and technical issues
- Perform basic troubleshooting of surveillance systems
- Test systems and equipment regularly
- Coordinate repairs with technical support teams
- Maintain awareness of system capabilities and limitations
- Update camera presets and tour sequences

3. Required Skills and Attributes

3.1 Essential Skills

Observation and Concentration

Exceptional observational skills and ability to detect anomalies across multiple camera feeds. Sustained concentration during long monitoring periods. Ability to remain alert during night shifts. Pattern recognition and identification of suspicious behavior. Visual acuity and attention to detail for screen-based work.

Decision Making Under Pressure

Quick decision-making ability when responding to incidents. Sound judgment in assessing threat levels and appropriate responses. Ability to prioritize multiple simultaneous incidents. Calm and composed under pressure. Critical thinking to evaluate situations from camera evidence.

Communication and Coordination

Clear and professional radio communication skills. Ability to provide precise directions and guidance. Effective telephone communication with clients and emergency services. Written communication skills for detailed reports. Coordination of multiple security personnel and responses.

Technical Aptitude

Proficiency with CCTV and surveillance technology. Computer literacy and ability to learn new systems quickly. Understanding of access control and alarm systems. Basic troubleshooting skills. Comfortable with multiple screens and technology interfaces.

3.2 Personal Attributes

- High level of integrity and trustworthiness
- Patient and focused with excellent concentration
- Ability to work independently in control room environment
- Alert and vigilant during night shifts
- Reliable and punctual with excellent attendance
- Calm temperament and composed under pressure
- Detail-oriented and thorough in documentation
- Adaptable to changing situations and priorities
- Team player who supports field security
- Comfortable with sedentary work and screen time

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A) in relevant state/territory
- National Police Check (no older than 6 months)
- Eligibility to work in Australia (visa or citizenship)
- Strong computer and technology skills
- Excellent vision (with or without correction)
- Ability to work night shifts and rotating roster
- Ability to pass drug and alcohol screening
- Clear criminal history suitable for control room work

4.2 Desirable Qualifications

- Certificate II or III in Security Operations
- CCTV operator training or certification
- Previous control room or monitoring experience
- Experience with specific CCTV systems and software
- Understanding of access control systems
- First Aid certificate
- Emergency services or dispatch experience
- Radio operation training

4.3 Experience

Previous security experience is highly regarded, particularly in control room operations, CCTV monitoring or alarm response centres. Candidates should demonstrate strong technical aptitude, attention to detail and ability to maintain concentration during extended monitoring periods. Training will be provided in specific CCTV systems, client sites, procedures and communication protocols.

5. Working Conditions

5.1 Hours of Work

- Rotating shift work including days, afternoons and nights
- Night shifts typically 8-12 hours (6pm-6am or 10pm-6am)
- Weekend and public holiday work required
- 24/7 operation requiring continuous coverage
- Roster provided in advance as per award requirements
- Limited breaks due to continuous monitoring requirements

5.2 Physical Requirements

- Sitting for extended periods monitoring screens
- Good vision for viewing multiple camera feeds
- Ability to remain alert during night shifts
- Manual dexterity for operating controls and keyboards
- Ability to work in climate-controlled indoor environment
- Tolerance for screen-based work and artificial lighting

5.3 Work Environment

- Control room environment with multiple screens
- Climate-controlled indoor setting
- Working alone or with small control room team
- Limited physical activity and movement
- Exposure to incident footage and stressful situations
- Quiet, focused work environment

5.4 Uniform and Equipment

- Security uniform or business casual attire
- Security licence must be available and current
- Comfortable clothing suitable for sedentary work
- Professional appearance maintained
- Radio headset and communication equipment provided
- Access to ergonomic seating and workstation

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 the security services industry.

6.2 Classification Level

CCTV Operators are generally classified under the award as:

- Level 2: CCTV Operator monitoring surveillance systems
- Level 3: Experienced CCTV Operator or Control Room Coordinator

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 225% of base rate
- Night shift (after 6pm before 6am Monday-Friday): 130% of base rate

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

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for shift handover and briefing
- Maintain professional appearance and conduct
- Never sleep or use alcohol/drugs during shifts
- Maintain confidentiality regarding security operations
- Follow all company policies and procedures
- Represent the company professionally in all communications

7.2 Monitoring Standards

- Maintain constant vigilance and attention to camera feeds
- Scan all cameras systematically and regularly
- Never engage in activities that distract from monitoring
- Remain alert and focused throughout entire shift
- Respond immediately to all incidents and alarms
- Follow monitoring protocols and procedures precisely

7.3 Communication and Coordination

- Provide clear and concise radio communications
- Keep field security informed of relevant activities

- Respond promptly to requests and queries
- Maintain professional tone with clients and emergency services
- Document all communications and actions thoroughly
- Support field security with real-time guidance

7.4 Documentation and Reporting

- Complete detailed and accurate incident reports
- Maintain comprehensive occurrence logs
- Document all significant events and observations
- Ensure continuity through thorough shift handovers
- Report system faults and issues immediately
- Maintain chain of custody for evidence and footage

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including security and technical experience
- Cover letter outlining monitoring and control room experience
- Copy of current Security Licence (Class 1A)
- Copy of National Police Check (within 6 months)
- Copies of relevant certificates and training
- Contact details for at least two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview including scenario assessment
- Technical assessment of CCTV system operation
- Observation and concentration testing
- Verification of security licence and police check
- Reference checks with previous employers
- Drug and alcohol screening
- Control room familiarization and training

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: ____ / ____ / ____