

Control Room Operator 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.

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1. Position Overview

1.1 Position Title

Control Room Operator / Security Control Room Officer / Monitoring Centre Operator

1.2 Position Summary

The Control Room Operator is responsible for monitoring and managing integrated security systems including CCTV surveillance, alarm systems, access control and radio communications from a centralized security control room. This role involves coordinating security responses, dispatching field officers, managing emergency situations, maintaining communication with multiple sites, and ensuring effective security operations across client locations.

The position requires excellent attention to detail, strong multi-tasking abilities, clear communication skills, and capability to remain calm under pressure. Control Room Operators must monitor multiple screens and systems simultaneously, prioritize incidents, coordinate responses effectively, and maintain accurate records while providing professional service to clients and field staff.

1.3 Reporting Structure

This position reports to:

- Control Room Supervisor / Monitoring Centre Manager
- Operations Manager / Security Manager
- Shift Supervisor (during operational shifts)

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 CCTV Monitoring and Surveillance

- Monitor multiple CCTV cameras and video walls simultaneously
- Observe for suspicious activity, security breaches and safety hazards
- Track and record incidents captured on surveillance systems
- Operate PTZ cameras to follow and zoom on areas of interest
- Review recorded footage when investigating incidents
- Maintain focus and attention during extended monitoring periods

- Identify and report system faults or camera malfunctions

2.2 Alarm Management and Response

- Receive and process alarm activations from multiple sites
- Verify alarms through CCTV, audio verification or site contact
- Prioritize and triage multiple simultaneous alarms
- Dispatch appropriate response based on alarm type and verification
- Contact emergency services when required
- Follow escalation procedures for critical alarms
- Document all alarm events and response actions

2.3 Radio Communications and Dispatch

- Maintain radio contact with field security officers and patrols
- Dispatch guards to incidents, alarms and site requirements
- Coordinate multiple field units and prioritize responses
- Monitor guard welfare and location during shifts
- Provide backup and support to field officers via radio
- Ensure clear and professional radio communications
- Manage radio traffic during high-activity periods

2.4 Access Control Management

- Monitor and control remote access control systems
- Grant or deny access to authorized persons remotely
- Respond to intercom requests and verify credentials
- Manage visitor access and temporary access permissions
- Monitor door status and forced entry alarms
- Coordinate access for emergency services and contractors
- Maintain access control logs and records

2.5 Incident Coordination and Management

- Coordinate response to security incidents and emergencies
- Provide remote support and guidance to field officers
- Monitor incident progress and ensure appropriate escalation
- Contact police, fire, ambulance services when required
- Notify clients and stakeholders of significant incidents
- Coordinate emergency evacuation procedures remotely
- Ensure incidents are managed effectively and safely

2.6 Documentation and Reporting

- Complete detailed incident reports and event logs
- Maintain accurate shift logs and activity records
- Document all alarm activations, responses and outcomes
- Record radio communications and dispatch activities
- Prepare shift handover reports for incoming operators
- Generate client reports and statistics as required
- Ensure all documentation meets quality and compliance standards

2.7 Client Communication and Service

- Answer incoming calls from clients professionally
- Provide updates on incidents and alarm activations
- Respond to client queries and requests promptly
- Liaise with client site contacts regarding security matters
- Maintain professional telephone manner at all times
- Build positive relationships with regular client contacts
- Escalate client concerns to management appropriately

2.8 System Operation and Maintenance

- Operate security management software and control systems
- Monitor system status and identify technical faults
- Report system malfunctions to technical support
- Follow standard operating procedures for all systems
- Maintain backup systems and emergency procedures
- Update system information and site details as required
- Ensure control room equipment is maintained and functional

3. Required Skills and Attributes

3.1 Essential Skills

Multi-tasking and Attention to Detail

Ability to monitor multiple screens, systems and communications simultaneously. Strong attention to detail to identify incidents and anomalies. Capability to prioritize multiple tasks and incidents effectively. Sustained concentration during extended monitoring periods.

Communication Skills

Clear and professional verbal communication for radio and telephone. Concise radio dispatch and coordination skills. Professional telephone manner for client interactions. Strong written communication for reports and documentation.

Technical Aptitude

Proficiency in operating CCTV systems, alarm platforms and security software. Ability to learn new technical

systems quickly. Computer literacy for multiple applications and systems. Understanding of integrated security technology and systems.

Decision Making Under Pressure

Ability to assess situations quickly and make sound decisions. Calm and composed during emergencies and high-pressure situations. Good judgment in prioritizing responses and escalating issues. Capability to manage stress effectively during busy periods.

Problem Solving and Critical Thinking

Analytical thinking to assess incidents and determine appropriate responses. Problem-solving skills for technical and operational issues. Ability to troubleshoot system problems and find solutions. Critical assessment of information from multiple sources.

3.2 Personal Attributes

- Highly reliable and punctual for shift work
- Calm and level-headed under pressure
- Strong focus and concentration abilities
- Professional and courteous demeanor
- Team player with collaborative approach
- Self-motivated and able to work independently
- Adaptable to changing situations and priorities
- High integrity and trustworthy character
- Patient and able to handle repetitive tasks
- Strong work ethic and commitment to duty

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A or equivalent in relevant state/territory)
- Current National Police Check (obtained within last 12 months)
- Eligibility to work in Australia
- Minimum age 18 years
- Strong computer literacy and technical aptitude
- Excellent English communication skills (written and verbal)
- Current First Aid certificate

4.2 Desirable Qualifications

- Certificate III or IV in Security Operations or Control Room Operations
- Previous control room or monitoring centre experience
- Experience with CCTV systems and security software

- Radio operator experience or communications background
- Customer service experience in high-pressure environment
- Emergency services or military background
- Knowledge of emergency response procedures

4.3 Technical Skills

- Proficiency in Windows operating systems and multiple applications
- Experience with CCTV monitoring systems and video management software
- Familiarity with alarm monitoring platforms
- Keyboard skills and fast data entry capability
- Understanding of access control systems
- Radio communications skills and radio etiquette
- Ability to learn proprietary security management systems

4.4 Experience

Entry-level positions are available for candidates with security licences and strong technical aptitude who demonstrate excellent communication skills and ability to multi-task. Previous experience in security, emergency services, dispatch operations or high-pressure customer service environments is highly valued. Comprehensive training in systems, procedures and protocols will be provided.

5. Working Conditions

5.1 Hours of Work

- 24/7 operation requiring rotating shift work
- Shifts including days, afternoons, nights, weekends and public holidays
- Typical shift lengths 8-12 hours
- Full-time positions typically 38 hours per week averaged over roster cycle
- Part-time and casual positions available
- Regular roster patterns provided in advance

5.2 Work Environment

- Indoor climate-controlled control room environment
- Seated position at workstation with multiple monitors
- Low lighting conditions for optimal screen viewing
- Working independently or with small team of operators
- Professional office environment with security operations focus
- Access to break rooms and facilities

5.3 Physical Requirements

- Sitting at computer workstation for majority of shift
- Good vision for monitoring multiple screens (corrected vision acceptable)
- Good hearing for radio and telephone communications
- Manual dexterity for operating keyboards, mice and controls
- Ability to maintain focus and alertness during night shifts
- Capability to remain at workstation for extended periods

5.4 Uniform and Equipment

- Company uniform or professional business attire as required
- Security identification badge to be worn visibly
- Headset and communications equipment provided
- Computer workstation with multiple monitors
- Radio communications equipment
- Telephone system and client contact databases

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 control room and monitoring operations.

6.2 Classification Level

Control Room Operators are generally classified under the award as:

- Level 2: Control Room Operator performing monitoring and dispatch duties
- Level 3: Senior Control Room Operator with additional coordination responsibilities
- Level 4: Control Room Coordinator or Supervisor

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

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

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time and ready to commence duties at shift start
- Maintain professional appearance and demeanor
- Stay alert and focused throughout entire shift
- Follow all company policies and procedures
- Maintain confidentiality of security information
- Represent the company professionally in all communications

7.2 Operational Excellence

- Monitor all systems continuously and attentively
- Respond to alarms and incidents promptly and appropriately
- Complete all documentation accurately and thoroughly
- Follow standard operating procedures precisely
- Prioritize tasks and incidents effectively
- Maintain composure during high-pressure situations

7.3 Communication Standards

- Communicate clearly and professionally via radio and telephone
- Maintain professional radio etiquette and procedures
- Provide excellent customer service to clients
- Keep field officers informed and supported
- Escalate issues appropriately and promptly
- Document all communications accurately

7.4 Teamwork and Collaboration

- Work cooperatively with fellow operators and supervisors
- Provide thorough shift handovers to incoming operators
- Support colleagues during busy periods
- Share knowledge and assist with training
- Contribute to continuous improvement initiatives
- Maintain positive working relationships with field staff

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV detailing relevant experience and skills
- Cover letter addressing selection criteria and interest in control room work
- Copy of current Security Licence (Class 1A)
- Current National Police Check (within 12 months)
- Contact details for at least two professional referees
- Copies of relevant qualifications and certificates

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and suitability
- Face-to-face interview with control room management
- Practical assessment of technical and multi-tasking skills
- Scenario-based assessment of decision-making abilities
- Reference checks with previous employers
- Verification of licences and qualifications
- Control room tour and orientation
- Comprehensive training program upon commencement

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: _____ / _____ / _____