Secure All Security are a Galway based security business with operations throughout Connaught and the Midlands. We are an ISO accredited business with ISO 9001, 45001 and 14001 as well as PSA28.

We are seeking **24/7 Control Room Operators**

Basic requirements for the role include,

- Having proficient computer skills including Microsoft Office/Excel
- Have excellent time management, verbal and written communication skills.
- Control room based only, no remote working is possible.
- Be able to effectively delegate tasks to individual patrol and response team members.
- Be able to effectively communicate with management and the public
- Be able to work as part of an office team and furnish information to management as requested.
- Availability to work on 12 hour shift basis (nights, days and weekends)

Duties and Responsibilities:

- Processing alarms signals received from monitoring stations and texted alarm signals.
- Liaising with keyholder(s), Garda and emergency services when required in line with company procedure.
- Search company database and act in accordance with protocol
- Follow procedures to manage a variety if incidences
- Effectively monitor company fleet to utilise effectively in response to alarm activations.
- Reacting to incidents in a timely manner, meeting response targets.
- Process in a professional manor inbound and outbound calls to/from members of the public and monitoring stations
- Observe Health and safety in the workplace, ensuring facilities are maintained in line with company Health and Safety policy

Prior experience working in a Control room environment is an advantage, but all new control room operational staff will complete full training prior to commencement of their full-time role within the Control Room.

Successful candidates are required to undergo a satisfactory background vetting, employment history and criminal record check.