



Safeguard Asset Protection Service (Pty) Ltd

Reg No: 2015/000285/07

PSIRA Reg No: 2530658

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www.safeguardaps.co.za

JOB VACANCY: CONTROL ROOM MANAGER (COSMO CITY)

A dynamic and fast-growing organisation in the security industry, based in Pretoria, is seeking a vibrant and self-driven candidate to join our team as a Control Room Manager in Cosmo City. This position is ideal for a go-getter who is confident in managing people and taking responsibility for team performance.

Duties and Responsibilities:

1. **Shift Management:** Oversee the daily running of the control room shift, ensuring adequate coverage and smooth operational flow.
2. **Team Management:** Manage, guide, and support the operator team, including performance oversight and day-to-day supervision.
3. **Escalations:** Handle escalated incidents, making sound decisions under pressure.
4. **Quality Control:** Review and quality check reporting produced by the control room team to ensure accuracy and consistency.
5. **Service Level Agreements:** Provide input into client SLAs and help ensure the team's performance meets agreed standards.
6. **Administrative Tasks:** Manage admin duties related to security operations.
7. **Monitoring:** Oversee and monitor radios, cameras, fleet & other security systems.
8. **Reporting:** Prepare and submit comprehensive reports as required.
9. **Liaison:** Serve as a liaison between clients and staff to ensure effective communication and coordination.

Requirements:

- PSIRA Registered (Grade B)
- Minimum 3 years of managerial experience
- Driver's licence
- Reliable transport for commuting to and from work.
- Proficient in the MS Office suite
- Disciplined and organised
- Bilingual (English and at least one additional language)
- Well-spoken and presentable
- Assertive and confident in decision-making
- Excellent attention to detail
- Exceptional time management skills
- Ability to work shifts as per operational requirements
- Clear criminal record

Salary: Negotiable, based on experience and qualifications.

Interested? If you meet the above requirements and are excited about this opportunity, please submit your resume to cv@safeguardaps.co.za, along with the following:

- Copy of your ID
- Expected or Last Salary

Please note: If you have not heard from us within two weeks of applying, kindly consider your application unsuccessful.