



## POSITION DESCRIPTION

**Job Title:** Command Center Operator  
**Department:** Security  
**Reports To:** Security Manager  
**FLSA Status:** Non-Exempt/Hourly/Part Time

### POSITION SUMMARY:

We are seeking a unique Part Time Command Center Operator to join our Security team. The Command Center Operator, under general supervision, is responsible for the surveillance of all security and television monitors on the facility and surrounding grounds; monitoring all access control systems and the dispatching of response personnel. Acts as liaison between the facility and clients, ensuring all clients' requirements are met and facility rules, regulations and policies are adhered to.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following. Other duties and responsibilities may be assigned.

- Monitor all surveillance, access control, and radio equipment contained within the facility.
- Prioritize situations and investigate/dispatch on all safety and security-related incidents. Follow-up all incidents with written reports and recommendations.
- Answer emergency, non-emergency and administrative phone lines and provide an appropriate response as required by the nature of the call. Respond to emergencies and handle call-outs.
- Communicate effectively and efficiently using handheld radio.
- Inspect alarms and fire extinguishers/sprinkler systems to ascertain they are set to operate. Inspect premises for signs of intrusion or tampering.
- Establish and maintain effective working relationships with all entities who maintain business offices on property.
- Act in a professional manner with clients, employees, exhibitors, patrons, and others encountered in the course of employment.
- Highly detail oriented. Maintain records and compile reports for management on an as needed basis.
- Complete daily duties such as audits, activity reports, inventory, and key-controls
- Write incident reports and meet with Security Manager to review procedures.
- Assist with crowd control measures inside and outside of premises.
- Control unusual circumstances and events during fire, storms, riots, and other emergencies.
- When necessary, document all shipping and receiving.
- Has a neat, professional appearance and comes to work in complete and clean assigned uniform.
- Comes to work; is on time and completes shift assignments (including overtime, if needed)
- Be courteous, respectful, and responsive to the general public, customers and Guards.
- Project positive and confident professional image.
- Customer Service to the highest level possible.
- Maintain the highest standards of business ethics
- Work irregular schedule to ensure proper supervision of all events and activities scheduled in the facility, as required.
- May perform other duties as assigned.



**SUPERVISORY RESPONSIBILITIES:**

Not Applicable.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Engage in decisions related to crowd management in a prompt and decisive manner during crisis situations.

- Engage in decisions related to crowd management in a prompt and decisive manner during crisis situations.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Answer emergency, non-emergency and administrative phone lines and provide an appropriate response as required by the nature of the call. Respond to emergencies and handle call-outs
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Maintain and handle confidential information.

**EDUCATION AND EXPERIENCE:**

- Must be 18 years of age
- Prefer previous experience in a security role
- Must have a high school diploma or GED equivalent

**KNOWLEDGE SKILLS AND ABILITIES:**

Minimum kinds of knowledge, skills and abilities required to this job:

- Ability to communicate effectively and to prepare, maintain and analyze records and reports.
- Skill in: ability to work cooperatively with others; analytical skills; decision making skills; effective written, verbal, presentation and listening communication skills; effective negotiation and mediation skills.
- Ability to handle conflicts, make common sense decisions and exercise proper action during high tension and stressful situations.
- Knowledge of security and safety guidelines, and of laws and regulations that affect security policies, procedures, rules, and operations
- Knowledge of security technology, CCTV, Door Access System, and security project implementation
- Must be able to read, write, speak, and understand English fluently.
- Must be eligible to work in the United States
- Meet the physical requirements of this position

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- CLEET certification within six months of hire
- Be licensed and insured to operate a motor vehicle in the United States.

**PHYSICAL DEMANDS:**

- May spend long hours in sitting, walking or standing.
- Occasionally lift/push/pull objects weighing up to 25 lbs. Rarely lift/push/pull objects weighing up to 50 lbs. with or without assistance
- Ability to operate security equipment.
- Manual dexterity - Regularly required to use hands, to finger, handle or feel to handle building keys and open doors.
- Reach with hands and arms.



- Climb or balance and stoop, kneel, crouch and crawl to access different parts of the building.
- Visual acuity – due to the possibility of spending long periods of time viewing security monitors
- May be exposed to moderate to extreme noise.

**COMPUTER SKILLS:**

- Operate standard office equipment and personal computer(s) using Outlook, MS Windows, Excel, MS Word and PowerPoint, CCTV/Video Management, photo and ID software and other Security Systems as required.

**HOURS OF WORK AND TRAVEL REQUIREMENTS:**

- Travel negligible
- Work extended and/or irregular hours including nights, weekends and holidays as needed.

**NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

***ASM GLOBAL is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.***

**ACKNOWLEDGEMENT**

I understand that my signature below indicates that I have read and understand the position and job responsibilities as set forth in this document.

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature