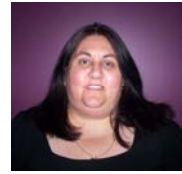


# Employee Profile

## Monitoring Centre Operator



<b>Name</b>	Sonya
<b>Job Title</b>	Monitoring Centre Operator
<b>Where do you work?</b>	SNP Security, Electronic Security - Hamilton
<b>What does your role involve?</b>	Monitoring of BTB alarms, and the Newcastle Answering service, Customer service, RFS
<b>What attracted you to the security industry?</b>	I felt it was a great way to make a career, with a reputable company, and also the advantage to work my way through the company.
<b>What do you most enjoy about your role?</b>	I enjoy talking to people on a daily basis; I love offering customer service and being able to handle difficult calls.
<b>What has been your career highlight so far?</b>	The highlight would have to be finishing my Certificate 3 in telecommunications, and hopefully having the opportunity to progress within the company.
<b>What sort of skills and qualities do you need in your job?</b>	I believe you need to be a people person, have great customer service skills, and have a happy go lucky type of personality.
<b>What tips would you give to those considering a career in security?</b>	I would have to say go for it, it is a growing business and something that if you want to move within a great company then SNP is the way to move.