



**ELECTRONIC
SECURITY**

Monitoring Centre Manager

Career level



Job Description

As the Monitoring Centre Manager, you will be responsible for overseeing the efficient and effective operations of a monitoring centre facility, contributing to ensuring the safety and security of clients through effective monitoring and response protocols.

Monitoring Centre Managers are responsible for the efficient and profitable operation of the monitoring centre and provide supervision for operators who carry out customer service, technical support and telemarketing duties. Monitoring Centre Managers may work within company monitoring centres or in independent monitoring centres that provide services to other companies. They action alarm activations in accordance with client instructions, which may include requesting other security operatives to respond to security risk situations. Much of the day to day work involves using computers that monitor alarm systems, entering data and producing reports about alarm activations.

Salary & Benefits

Your starting salary can vary because of factors like level of experience, training, or location. Your salary as a Monitoring Centre Manager may increase over time as you build skills, knowledge and experience.

Weekly Pay: \$1,700 – \$2,100

Annual Pay: \$90,000 – \$110,000

Hours per week: 38

Hourly Pay: \$45.00 – \$55.00



On the Job

As a Monitoring Centre Manager, the day-to-day job responsibilities include:

- Overseeing the day-to-day operations of the monitoring centre, ensuring efficient and effective functioning.
- Managing a team of monitoring centre operators, providing leadership, guidance, and support.
- Developing and implementing operational policies, procedures, and protocols to ensure adherence to industry standards and best practices.
- Monitoring and analysing incoming data and alerts from various systems, identifying and responding to critical incidents in a timely manner.
- Coordinating with clients, vendors, and internal stakeholders to ensure seamless communication and resolution of issues.
- Conducting regular performance evaluations and provide ongoing training and development opportunities for the team.
- Maintaining and updating documentation, including incident reports, operational logs, and standard operating procedures.
- Staying updated with the latest advancements in monitoring technologies and make recommendations for process improvements and system upgrades.
- Ensuring compliance with regulatory requirements and promote a culture of safety, security, and professionalism within the monitoring centre.



Entry Qualifications & Training

Being part of the security industry requires an individual to undertake his/her responsibility with a high degree of professionalism.

The requirements to become a Monitoring Centre Manager include:

- Complete a Certificate IV in Training and Assessment
- Have prior experience working in electronic security



Career Progression

With time and experience as an Monitoring Centre Manager you can progress to a security technology trainer or a Research and development role.



Experience & Skills Required

Among the useful skills to highlight to your employer when applying for a Monitoring Centre Manager role include:

- In-depth knowledge of electronic security systems and technologies, including surveillance cameras, access control systems, intrusion detection systems, and alarm systems.
- Strong understanding of emerging trends and advancements in electronic security, such as biometrics, artificial intelligence, and cybersecurity.
- Comprehensive understanding of relevant industry standards and regulations and data privacy laws.
- Excellent communication skills to effectively deliver training sessions and explain complex concepts to trainees with varying levels of technical expertise.
- Experience in developing training materials, including presentations, manuals, and hands-on exercises, to enhance learning and practical application of electronic security systems.
- Ability to conduct hands-on training sessions, including system installations, troubleshooting, and maintenance procedures.
- Strong analytical and problem-solving skills to identify and resolve technical issues during training sessions.
- Experience in evaluating trainees' performance and providing constructive feedback for improvement.

Getting Started

Monitoring Centre Manager jobs are advertised under different job titles and can be found on online jobs or directly by employers. When looking on job boards, look for the following types of job:

Training and development

Useful Organisations and Links

- **ASIAL**
asial.com.au
- **Security Licensing Information**
asial.com.au/security_licensing_information
- **Security Training Requirements**
training.gov.au/Training/Details/PPP
- **ASIAL Contact Information**
1300 127 425
contactus@asial.com.au



Contact ASIAL

Security Industry House,
41 Hume Street, Crows Nest NSW 2065
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security@asial.com.au
www.asial.com.au

Supporting members, promoting standards and safeguarding public interests.

