



**ELECTRONIC
SECURITY**

Monitoring Centre Shift Leader

Career level



Job Description

As a Monitoring Centre Shift Leader, you will play a crucial role in ensuring the safety and security of clients' premises and assets. Your primary responsibility will be to monitor various security system signals systems transmitted to the monitoring centre, including CCTV cameras, alarm systems, and access control systems. Ensuring that the team is working to a high standard.



On the Job

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

- Monitor and operate security systems and equipment within a centralized monitoring centre.
- Receive and respond to alarms, alerts, and notifications from various sources, including fire alarms, security alarms, and surveillance systems.
- Analyse incoming information, assess the situation, and make appropriate decisions or escalate issues as necessary.
- Maintain accurate and detailed records of all incidents, actions taken, and communications for future reference.
- Coordinate with emergency response teams, such as law enforcement, fire departments, or medical services, to ensure prompt and effective response to incidents.
- Conduct regular checks of equipment functionality and report any malfunctions or technical issues for immediate resolution.
- Provide excellent customer service by addressing inquiries, concerns, and requests from clients, ensuring their satisfaction and confidence in the monitoring services.
- Stay updated on the latest security protocols, procedures, and regulations to ensure compliance and enhance operational efficiency.
- Adhere to strict confidentiality and data protection guidelines to maintain the integrity of sensitive information.
- Work in shifts, including nights, weekends, and holidays, to ensure 24/7 monitoring coverage.

Salary & Benefits

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

Weekly Pay: \$1,250 – \$1,450

Annual Pay: \$65,000 – \$75,000

Hours per week: 38

Hourly Pay: \$32.00 – \$38.00



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 Shift Leader include:

- Must be 18+ years old
- Meet probity requirements and criminal record checks
- Prior experience working in a Monitoring Centre
- Shift work 24/7 rosters



Career Progression

With time and experience as a Monitoring Centre Shift Leader you can progress to a Monitoring Centre Manager.



Experience & Skills Required

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

- As a monitoring centre operator, you will need to effectively communicate with clients, emergency services, and your team members. Clear and concise communication is crucial to ensure accurate information transfer.
- You should have a strong understanding of various monitoring systems, software, and equipment to effectively monitor and respond to incidents.
- The ability to pay close attention to details is essential for identifying and analysing potential threats or incidents. You should be able to quickly spot anomalies and patterns within data and take appropriate actions.
- Monitoring Centre Shift Leaders must possess strong critical thinking skills to assess situations, make decisions, and take appropriate actions. This includes the ability to troubleshoot technical issues, prioritise tasks, and handle emergencies efficiently.
- You should be able to remain calm and composed under stress, making quick and accurate decisions.
- The role requires analysing data, identifying trends, and assessing risks. An analytical mindset helps in evaluating information effectively and making informed decisions.
- Strong multitasking skills are essential to manage these responsibilities efficiently.
- Familiarity with security protocols and procedures, including emergency response plans, is vital for effectively responding to incidents and ensuring the safety of individuals and property.
- Continuous learning: As technology evolves, monitoring centre operators need to stay updated with the latest advancements and best practices in the field. Being open to learning and adapting to new technologies is crucial for long-term success in the role.
- Management of monitoring centre operators.

Getting Started

Monitoring Centre Shift Leader 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:

Monitoring Centre Manager
Call Centre Operator

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

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www.asial.com.au

Supporting members, promoting standards and safeguarding public interests.

