GARDAWORLD
Careers

Security Dispatcher/Controller

Reference	1452050300
Work locations	Calgary (Alberta, Canada)
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The role of a Security Dispatcher/Controller

Are you very organized, calm under pressure and ready to play a crucial role in security operations?. As a security controller/controller at GardaWorld, you will oversee monitoring security systems, coordinating response to incidents, and ensuring effective communication between security personnel, emergency services and clients. This role is an excellent springboard for a career in security management, emergency communications, public safety or law enforcement.

Pay and benefits

- Starting wage of $29.00/hour comprehensive health benefits
- Corporate Discounts
- Planning careers and career development opportunities
- Permanent full-time 2/2/3 1800-0600 12 hours rotating work
- Professional training and ongoing development
- Gain practical experience in emergency communications and security operations
- Work in a dynamic and fast environment where every change makes a difference
- Rewards and Recognition program

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Duties and responsibilities · Security Dispatcher/Controller

- Answer and manage calls via land security lines, mobile phones, intercoms and radio systems
- Monitor and respond to security systems, fire alarm systems, and CCTV surveillance equipment
- Expedition of emergency calls for fire, medical, rescue and safety incidents
- Coordinate alarms, events and security activities at multiple sites
- Liaise with security personnel, contractors and client representatives on incidents, access control and security concerns
- Accurately document and report incidents, alarms and operational activities
- Tracking and solving alarms and access card problems
- Complete shift reports and maintain electronic documentation records
- Participate in security meetings and emergency preparedness activities
- Generate attendance and accountability reports during emergency situations

Qualifications · Security Dispatcher/Controller

- Security license valid in Alberta
- Excellent verbal and written communication skills in English
- High computer and typing skills with Microsoft Office
- Experience operating CCTV, surveillance, access control, and alarm monitoring systems
- Minimum 1 year of experience in a Control Centre, Dispatch Centre, or Call Centre environment
- Available for working in 12 hours of night rotation
- Ability to remain calm and to make sound decisions in an emergency
- Particular attention to detail and multitasking capacity in a fast-paced environment
- SSCAL

Search for reference 1452050300 on the Canadian GardaWorld careers portal.

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