

JOB DESCRIPTION

Security Coordinator (OIC)

Brief Overview of the Role:

A Security Coordinator acts in a team leadership role overseeing guards who protect property against theft and vandalism. A Security Coordinator undertakes strategic planning, personnel placement and training of security guards and must be knowledgeable regarding relevant company safety procedures. Security coordinators are responsible for effective communication of plans to appropriate members of management and staff and must be well trained in the use of a wide range of technical equipment.

Number of Direct Reports: Varied

Number of Indirect Reports: Varied

Key Contacts/Relationships:

Internal: Managing Director, Executive Director, Chief Security Officers, Security Officers, Senior Security Officer, Junior Security Officers, Mobile Patrol Officers, Special Guards

External: ARMX Clients, Client Stakeholders

Security Coordinator (OIC) Job Duties:

- Lead, manage and motivate a team whilst striving to build a strong culture and improve the welfare of the guards.
- Provide on the job training for guards as required.
- Ensure a high level of trust and confidence with clients and management.
- Act as first point of contact for client complaints.
- Communicate and cooperate with law enforcement, fire departments, and emergency medical personnel as required. For example, oversee transfer of trespasser to local law enforcement.
- Maintain activity logs and prepare surveillance reports.
- Respond to alarms and requests for help.
- Monitor property through electronic monitoring systems.
Provide excellent customer service.
- Uniforms should be dressed neatly and appropriate when engaged on authorised and approved ARMX business activity. Personal Protective Equipment must be worn when and where require.

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- Adhere to all company policies, procedures, manuals and operating standards as well as all legal requirements.
- Comply with all Occupational Health and Safety requirements.
- Promote Equal Employment Opportunity with all team members and actively ensure that proper standards of conduct are maintained in the workplace and reiterate that harassment in any form is offensive and will not be tolerated by the company.

Selection Criteria:

Qualifications and Experience:

Essential:

- Current Victorian Private Security Individual License
- CPP40719 - Certificate IV in Security Management or 10 years of security experience with CPP31318 - Certificate III in Security Operations.
- No Criminal record
- Minimum 5 years' experience as a Security Coordinator or retired non-commissioned officer of an armoured force or within law enforcement.

Desirable:

- First Aid Certificate

Skills:

- Proven leadership skills
- High level reporting skills
- Excellent problem solving and decision making skills
- Rationale and objective
- Excellent interpersonal skills
- Proficient with Microsoft Office with and an aptitude to learn new software and systems

Personal Characteristics:

- Professional and positive attitude
- Moral fitness
- Ability to operate effectively in uncertain, emergency and high stress situations
- Professional appearance and demeanour
- High Emotional Intelligence
- Honest and dependable
- Bearing

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Version Control	
Job Classification	Security Coordinator
Version	1
Approved by	Managing Director
Approval Date	1 May 2020
Comments	