



POSITION: RELIEF CONTROL ROOM OPERATOR
DEPARTMENT: SAFETY
GRADE: PERONMES GRADE 12

REQUIREMENTS

BRIEF DESCRIPTION:

To ensure that the Control Room is manned and telephone queries are attended and incidents reported to the immediate Supervisor. Record all incidents in the OB and relay messages to different departments in the park. Monitor the park through CCTV and do target reports on a daily basis. To ensure that CCTV, Access control, and Fire Detection Systems are maintained in a good working condition.

QUALIFICATIONS:

- Grade 12 or Equivalent
- PSIRA Grade C certification
- Computer literate

EXPERIENCE:

1. Experience in security and surveillance
2. Experience in investigation of crime.
3. Basic knowledge of the criminal procedures act.
4. Ability to compile an incident report.
5. Ability to investigate incidents and give an unbiased report.
6. Ability to handle all confidential information and treat the information as such.
7. Ability to create and cultivate informers.



KEY RESPONSIBILITIES OF THE ROLE:

1. Check OB in the Control Room daily for incidents and commence investigations immediately.
2. Responsible for investigating all incidents at uShaka Marine World of cash shortages, theft, fraud and breach of company procedures.
3. Responsible for prevention of theft and maintenance of security systems
4. Investigations of theft from all uShaka outlets and review of CCTV
5. All reported cash variance investigations should be resolved within 72 hrs.
6. All reported theft of stock investigations should be completed within 48 hrs.
7. Audit parking paperwork on a daily basis and report on revenue generated.
8. Ensure you communicate with the Control Room Team Leader on all pending investigations.
9. Report to the Control Room Team Leader all risks pertaining to the handling and escorting of cash from outlets.
10. Review all CCTV footage for Ticketing and Cash Count to ensure that there were no breaches.
11. Review all CCTV coverage to check for tampering or systems failure.
12. Submit a complete report on cash variances and the possible cause of these variances.
13. Submit a report on theft and cash discrepancies on a monthly basis.
14. Report all suspicious activities from staff to the Control Room Team Leader daily
15. Review footage on a daily basis to check staff activities in all outlets.
16. Always available to represent the company in hearings internally and externally in a court of law.
17. Keep records and CCTV footage of all completed investigations for CCMA and court cases.
18. Knowledge of all SOP's relating to Ticketing, F&B, Lockers, and any other revenue generating outlets.



ADDITIONAL RESPONSIBILITIES/ DUTIES

1. Always adhere to the employee handbook
2. Make sure that you know the criminal procedures act.
3. Ability to stand in the court of law and give evidence.
4. Conduct oneself in a professional manner.
5. Do not give away company trade secrets to external parties.
6. Maintain good working relations with all the departments.
7. Advise management of any changes in the legislation and criminal procedures act.
8. Comply with any other reasonable duties requested by Management.

Internal Applicants that have successfully completed a Durban Marine Theme Park talent management programme and display the necessary competence for the position will also be considered.

Preference will be given to employees from the designated groups in line with the provisions of the Employment equity Act, No. 55 of 1998 and any amendments thereto), uShaka Marine World's internal recruitment policy as well as uShaka's employment equity plans

OPENING DATE FOR APPLICATIONS: 08 August 2018

CLOSING DATE FOR APPLICATIONS: 15 August 2018

SHOULD YOU HAVE ANY QUERIES REGARDING THE ABOVE POSITION,
PLEASE CONTACT **SIYANDISWA KHUZWAYO ON: 031 328 8245**

NOTES

- All applications, accompanied by an up-to-date detailed CV, should be forwarded to the HR Department: uShaka Marine World by e-mail, to Siyandiswa Khuzwayo(skhuzwayo@ushakamarineworld.co.za)
- All applications forwarded directly to the applicable Departmental Head at uShaka Marine World will be disqualified.
- Due to large number of responses anticipated correspondence will be limited to shortlisted candidates only. Applicants who have not been contacted within THREE weeks of the closing date, may regard their applications as unsuccessful