



Combined Private Investigations Corporate Investigations

Registration number: 2002/027152/23

VAT Number: 4800202212

PSIRA Number: 0924283

ISO 9001: 2015

Certificate Number: 11033

Physical Address: 33 New Road
Halfway House
Midrand, 1685

Postal Address: PO Box 50172
Midrand, 1685

Telephone: +27 (11) 265-3601

Fax: +27 (11) 265-3602

JOB PROFILE

BEHAVIOURAL DETECTION OFFICER

EMPLOYMENT BASIS:	Permanent.
WORKING HOURS:	12 Hour shifts Monday to Sunday 06:00 to 18:00 and 18:00 to 06:00
REPORTING LINE:	Technical Specialist.
JOB PURPOSE:	To provide a 24/7 camera- and alarm surveillance on sites, tracking, mobile tracking, call centre, incident management and operational support for critical services that support the operations of Combined Private Investigations and its clients; and to ensure that all matters are addressed in a prompt, efficient, and professional manner.
EFFECTIVE DATE:	ASAP.
REMUNERATION:	Market Related.
AREA OF BUSINESS:	33 New Road, Halfway House, Midrand.
CONTACT DETAIL:	Contact Person: Inanje Wolmarans Tel: (011) 265 – 3601 Please submit CV's to the following fax or e-mail: Fax: (011) 265 – 3602 E-mail: hr@combinedpi.co.za
APPOINTMENT CONDITIONS:	All appointments will be made in line with CPI's AA/ EE strategy. If you do not receive any feedback from us within (2) weeks of submitting your CV, please regard your application as unsuccessful. However, if you are invited for an interview we will keep you informed of the progress of your application.

Directors:

Raymond Roy Robertson/PSIRA Number: 0386742
Petrus Tshelo Malakoane / PSIRA Number: 1270779

Branches:

CITY DEEP (DRY PORT): SACD Freight, Houer Street, Elandsfontein 107-Ir, Johannesburg **DELMAS:** Plot 278, 279, 281 Modder East Orchards **DURBAN:** G8 Harbour Office Park, 10 Oppenheimer Road, Amanzimtoti **DURBAN (PORT):** 24 Sphingweni Zuma Avenue, Berea **JOHANNESBURG:** 166 Brabazon Avenue, Mondeor **KLERKSDORP:** 61 Connie Street, Adamastad **KROONSTAD:** 1 Van Der Lingen Street, Goedgedacht **MIDRAND:** 33 New Road, Halfway House **NELSPRUIT:** Unit 7, 45 Marloth Street **PORT ELIZABETH (PORT):** 48 de Jongh Road, Korsten **PRETORIA:** 21 Smarag Street, Office Store Facility, Klerksoord AH, Akasia **PRETORIA NORTH:** 207 Howard Street **RICHARDS BAY:** 2 Marlynhoek, Meer En See **SPRINGS:** 8 Fairways Road, Selection Park Ext 2 **SPRINGS CENTRAL:** 23 Archilles Road, Pollak Park Ext 2 **WESTERN CAPE:** 18 Rooiels Street, Blommendal, Brackenfell **WITBANK:** 119 Smokey Mountain Office Village, Route N4 Business Park, Ben Fleur, 22 Corridor Crescent

1. EDUCATION AND EXPERIENCE:

- 1.1 Matric / Grade 12 or equivalent (NQF level 4).
- 1.2 PSIRA Registered (Minimum Grade C).
- 1.3 Computer literate.
- 1.4 Technical background of cameras, two-way radios and alarm systems will be highly beneficial.
- 1.5 Advanced Surveillance Body Language will be highly beneficial.
- 1.6 IT experience / qualifications will be highly beneficial.

2. MAIN DUTIES AND RESPONSIBILITIES:

Functional outputs and activities will include, but are not limited to:

2.1 Reporting:

- 2.1.1 Record all incidents in the Occurrence Book (OB) with full details as prescribed in the Standard Operating Procedure.
- 2.1.2 Do a proper hand over at the end of each shift in the Occurrence Book (OB) as per the Standard Operating Procedure.
- 2.1.3 Ensure that weekly reports are completed and submitted to the relevant personnel in time.
- 2.1.4 Ensure that monthly reports are completed and submitted to the relevant personnel in time. Ensure that the following information is included:
 - 2.1.4.1 Sites that were not secured.
 - 2.1.4.2 Alarms and cameras activated.
 - 2.1.4.3 False alarms.
 - 2.1.4.4 True / positive alarms and outcome thereof.
 - 2.1.4.5 Telephonic and email reported incidents.
- 2.1.5 Inform the relevant parties of any discrepancies (this includes CCTV irregularities); follow up actions taken and the progress thereof.

2.2 Monitoring and Response:

- 2.2.1 Ensure that the SMS is sent to CCTV systems daily.
- 2.2.2 All monitoring and tracking of alarms and cameras should be done according to the Standard Operating Procedure at all times.
- 2.2.3 Ensure effective monitoring of the client perimeters during dispatching of precious metals.

- 2.2.4 Communicate with operational personnel to ensure that they comply with procedure.
- 2.2.5 Monitor movement on CCTV cameras for 24 hours a day, 7 days a week, this includes personnel and vehicle searchers movement.
- 2.2.6 Monitor sites and ensure that operational personnel are notified if a site is not secured / locked.
- 2.2.7 Evaluate movement on camera and activate response team if suspicious activity is detected.
- 2.2.8 Ensure that the relevant and closest response team is dispatched to all alarm systems reported to the control room in a quick and efficient manner.
- 2.2.9 Identify priority issues and escalate them to management.
- 2.2.10 Monitor, manage, and control the operational systems.
- 2.2.11 Inform management, clients and operational task teams about emergency, arrange for backup with local authorities if needed, and keep them updated with the progress.

2.3 General:

- 2.3.1 Liaise with clients, management, and colleagues to ensure smooth running of all operations.
- 2.3.2 Receive incidents from clients and inform the Task Teams to respond to the scene.
- 2.3.3 Ensure the quick response to the action of waybills.

3. ATTRIBUTES, COMPETENCY AND SKILLS:

COMPETENCY	DEFINITION OF COMPETENCY
3.1 Fostering teamwork	The ability and desire to work cooperatively with others on a team.
3.2 Attention to communication	The ability to express oneself clearly in conversations and interactions with others.
3.3 Oral communication	The ability to express oneself clearly in conversations and interactions with others, especially telephonically.
3.4 Written communication	The ability to express oneself clearly in business writing.
3.5 Customer orientation	The ability to demonstrate concern for satisfying one's external and/or internal customers
3.6 Diagnostic Information Gathering	The ability to identify the information needed to clarify a situation.

3.7	Analytical thinking	The ability to tackle a problem by using a logical, systematic, sequential approach.
3.8	Stress management	The ability to keep functioning effectively when under pressure and maintain self-control.
3.9	Personal credibility	Demonstrated concern that you be perceived as responsible, reliable and trustworthy
3.10	Assertiveness	The ability to have or show a confident personality.
3.11	Initiative	Identifying what needs to be done and doing it before being asked or before the situation requires it.
3.12	Self-discipline	The ability to take responsibility for one's own performance, by setting clear goals and expectations, tracking progress against the goals and ensuring feedback
3.13	Ethical	Behaviour as right in the moral sense - truthful, fair, and honest.
3.14	Vigilant	The ability to keep careful watch for possible danger or difficulties.
3.15	Teamwork	As a team member, the ability and desire to work cooperatively with others on a team.
3.16	Technical expertise	The ability to demonstrate depth of knowledge and skill in the surveillance and security field.