

POSITION DESCRIPTION

Job Title : Close Circuit TV Shift Supervisor

Unit : Information and Communications Technology Unit

Division : General Administration

Reporting to : Close Circuit TV Manager

Supervising : Close Circuit TV Operators

Duties and Responsibilities :

- Maintains all records and data logs relating to CCTV cameras.
- Ensures adherence to the CCTV Operator's policy document.
- Ensures that all shifts are staffed with CCTV Operators.
- Prepares monthly reports, detailing the activities on the respective shifts and makes recommendations for possible improvements.
- Completes quarterly Performance Appraisals Reports for the CCTV Operators.
- Maintains the vacation and sick leave records as well as the attendance register.
- Prepares memoranda and letters for team members.
- Checks all user type equipment before and at the end of each shift and immediately reports any system abnormality.
- Schedules staff breaks according to workload demands.
- Calls out other shift supervisors/team members in cases of emergencies.
- Performs any other related duties as required.

**Knowledge, Skills
and Abilities** :

- Excellent organizational skills.
- Strong problem solving and analytical skills.
- Ability to effectively lead and train others.
- Ability to work in a team.
- Excellent oral and written communication skills.
- Must be able to work on a shift basis.

**Experience
and Training** :

- Minimum of five (5) CXC passes including English Language and Mathematics.
- Certificate in supervisory management with three years supervisory experience.
- Microsoft Office User Specialist (MOUS) Certification would be an asset.
- Call Centre environment and experience would be an asset.