

## Vacancy: Security Supervisor

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Appointment of a Security Supervisor for Pinelands CID.

- Employment Type: Full Time
- Working Hours: 08h00-16h00
- Office Location: Pinelands CID Office, Old Mutual, Jan Smuts Drive, Pinelands
- Salary: R15 000 pm
- Benefits: None

### **JOB DESCRIPTION: SECURITY SUPERVISOR FOR PINELANDS CID**

#### **1. Purpose of the Role**

Pinelands Community Improvement District (CID) is a community-focused organisation dedicated to enhancing safety, cleanliness, and urban management within the Pinelands area. Working in close partnership with residents, businesses, and law enforcement agencies, the CID's mission is to create a safe, well-maintained, and welcoming environment for everyone who lives, works, and visits the area. Through proactive patrols, camera monitoring, rapid response, and community engagement, Pinelands CID plays a vital role in reducing crime, improving public spaces, and strengthening a sense of shared responsibility and pride within the community.

The Security Supervisor oversees all control room operations within the CID, ensuring accurate surveillance monitoring, high-quality radio communications, adherence to operational procedures, and effective training and performance management of control room staff. The role also supports investigations by retrieving CCTV footage, compiling incident reports, and ensuring timely communication to management. The Security Supervisor reports directly to the Security Manager.

#### **2. Key Performance Areas**

##### **CCTV Monitoring & Evidence Management**

- Oversee real-time CCTV surveillance and ensure operators follow monitoring protocols.
- Conduct quality assurance on CCTV operations and operator performance.
- Retrieve and export CCTV footage for incidents, investigations, and law enforcement requests.
- Maintain a secure footage archive with proper chain-of-custody documentation.
- Conduct periodic reviews of camera functionality and report technical issues.

##### **Radio Communications Quality Control**

- Monitor radio channels to ensure clear, professional, and compliant communication.
- Identify communication gaps and provide corrective guidance to staff.
- Ensure proper radio etiquette is always followed.
- Report radio transmission failures and coordinate with technicians for repairs.

##### **Staff Training & Supervision**

- Train new control room operators on CCTV systems, software, radio communication protocols, and operational procedures.
- Provide ongoing coaching and refresher training.
- Prepare and manage operator duty rosters.
- Monitor attendance, punctuality, and shift discipline.
- Conduct performance evaluations and provide feedback.

##### **Financial & Office Administration**

- File and submit invoices, receipts, and supporting documents.

- Load payments and maintain financial filing systems.
- Submit travel claims and expense claims for the Director/Manager.
- Ensure office cleanliness, safety, and compliance with organisational policies.

#### **Systems, Registers & Compliance**

- Manage the Safety App and support its updates and usage.
- Maintain the asset register, timesheets, and procedural registers.
- Support AGM preparation, coordination, and documentation.
- Manage SharePoint content and document organisation.

#### **Incident Reporting & Administration**

- Compile daily, weekly, and monthly control room reports.
- Provide detailed incident logs and evidence packages to the Security Manager.
- Coordinate with field supervisors, public safety officers, and law enforcement.
- Ensure accurate documentation of all incidents, observations, and interventions.

#### **Operational Compliance**

- Enforce SOPs for control room operations.
- Ensure the control room is operational 24/7 and equipped with functional systems.
- Maintain high levels of professionalism, situational awareness, and confidentiality.

### **3. Minimum Requirements & Competencies**

#### **Experience & Expertise**

- Strong knowledge of CCTV systems and control room technology
- Strong knowledge of LPR cameras
- Excellent communication and radio etiquette
- Strong leadership, coaching, and supervisory skills
- High attention to detail and ability to multitask
- Report writing and incident documentation
- Integrity, professionalism, and sound judgment
- Ability to stay calm under pressure
- Computer literacy (MS Office, CCTV software, incident reporting systems)
- At least 5 years of control room experience
- Prior experience supervising or training staff
- Tertiary or Security Certifications

#### **Skills & Competencies**

- Strong organisational and time-management skills.
- Excellent written and verbal communication abilities.
- Ability to engage with multiple stakeholders in a dynamic community environment.
- High level of IT literacy, including MS Office, incident management systems, and customer support platforms.
- Ability to work independently, use initiative, and manage multiple tasks.
- Professional, detail-oriented, and able to maintain confidentiality.

### **4. Personal Attributes**

- Proactive and solution driven.
- Strong interpersonal and customer service orientation.
- Reliable, accountable, and committed to service excellence.
- Adaptable in a fast-paced and evolving environment.

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**6. Application Process**

- Submit CV to [jobs@pinelandscid.co.za](mailto:jobs@pinelandscid.co.za)
- Contact Person: Yazied Davids
- Closing Date: 25 February 2026
- Shortlisted candidates will be contacted for an interview