



Position: GESOC Operator 1 Supervisor

Location: Los Angeles

Schedule: Full-time

Pay: \$23.50/HR

G4S is the world's leading international security solutions group, with more than 50,000 employees across the United States and Canada.

Roles and Responsibilities:

- Supervision and development of direct reports
- Answering phones; operate IP based telephone system
- Operating radio; use multi-channel communications
- Call logging; data entry into PPM 2000
- Operations support; routing of call information to the appropriate units for handling
- Comply with and facilitate the conduct of the daily routine in the GSOC
- Receive and respond to emergency and non-emergency calls from employees, outside vendors, law enforcement, and the security field force via telephone, automated alarm monitoring and radio systems
- Process and evaluate information received from all available sources, and respond with the appropriate communication and dispatch procedures

Education, Licenses and Certifications Required

- Must possess a high school diploma or equivalent
- Must be able to meet and maintain any applicable licensing or certification requirements

Type and Length of Specific Experience Required

- Must have a minimum of 6 months of experience in a modern 911 Call Center, Central Station Alarm Monitoring and Dispatch operation, Technical Security Control Room, or similar environment
- Work history to include demonstration of each of the following:
 - Analytic and critical thinking skills
 - Ability to prioritize workload based on urgency
 - High level of competency with advanced computer systems (e.g., hardware, software and networks)
 - Ability to communicate effectively with IT and Security Systems professionals

Requirements

- Effective oral and written communication skills
- Must be able to work a flexible schedule on a variety of shifts
- Proficient computer skills to include Microsoft Office applications (e.g., Word, Excel, Outlook, Access, etc.)
- Ability to assess and evaluate situations effectively
- Ability to research, investigate, compile information
- Planning and organizing skills
- Coaching, mentoring, motivating skills
- Skilled in synthesizing facts, concepts, principles
- Ability to mediate conflict with tact, diplomacy
- Must be able to work independently
- Must be 18 years of age or the minimum required by the state
- Must not use illegal drugs. Must be able to pass a drug test with negative results (except when undergoing documented medical treatment).
- Must be able to pass an extensive background check, including criminal history, personal references, employment and education verifications, and Department of Motor Vehicle and credit checks if applicable
- Upon acceptance of a job offer, must be able to pass the following:
 - MMPI - Psychological testing and a skills assessment
 - Physical exam

If you would like to apply to this position, send your resume immediately to ngcajobs@ng.army.mil and state you are applying for this position, and call The Work for Warriors staff @ 916-854-4426.