

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

CENTRAL CONTROL MONITOR

JOB DESCRIPTION

Employees in this job monitor centralized building environmental, life safety, and security systems and perform a variety of assignments related to physical security and emergency management. Work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations, and laws of this field.

There are four classifications in this job.

Position Code Title - Central Control Monitor-E

Central Control Monitor 6

This is the entry level. The employee works in a learning capacity performing a range of central control monitor assignments under close supervision.

Central Control Monitor 7

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of central control monitor assignments.

Central Control Monitor E8

This is the experienced level. The employee performs a full range of central control monitor assignments and uses independent judgment in making decisions based on established methods and procedures.

Position Code Title - Central Control Monitor-A

Central Control Monitor 9

This is the advanced level. At this level, the employee serves as a lead worker responsible for assigning and directing the work of lower level monitors.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Monitors centralized building, life safety and security systems.

Initiates internal and external alarm response efforts according to established procedures, available information and best practices.

Coordinates response to emergency information and requests such as medical emergencies, threats of violence, suspicious activity, suspicious packages, fire, and weather emergencies.

Compiles information from various sources and prepares reports and other communications related to security and emergency management events and incidents.

Utilizes various forms of communication including but not limited to 800MHz radios, desk phones, cell phones, mobile applications, computer systems and email to receive and distribute information related to security, emergency management and facilities issues.

Enters data into various computerized systems.

Performs local and remote testing of security systems to ensure proper function.

Prepares periodic reports by retrieving and compiling data in accordance with established procedures or specific instructions.

Provides informational assistance to the general public, state, federal, and local agencies in emergency and non-emergency situations.

Maintains appropriate logs and records for systems' documentation.

May assist in training lower level central control monitors.

Performs related work as assigned.

Additional Job Duties

Central Control Monitor 9 (Lead Worker)

Coordinates work by scheduling assignments of other Central Control Monitors.

Oversees and assures the quantity and quality of the work by requiring strict adherence to methods and procedures.

Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet required needs.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of effective human relations and communications techniques.

Knowledge of general record keeping and filing systems.

Knowledge of the techniques of interviewing and of obtaining information.

Knowledge of organizations, workflow, staffing, forms and procedures.

Ability to quickly sort and prioritize information regarding multiple incidents.

Ability to maintain composure and respond appropriately during stressful situations.

Ability to learn and apply written laws, rules, and regulations related to the work.

Ability to observe critically.

Ability to concentrate on a designated task for extended periods.

Ability to receive and transmit information clearly and concisely.

Ability to work effectively in a team environment.

Ability to efficiently learn and use computer systems.

Ability to maintain favorable public relations.

Ability to record relevant information correctly and completely.

Ability to type as required for the work.

Working Conditions

None

Physical Requirements

The job duties require an employee to sit for extended periods of time.

Education

Education typically acquired through completion of high school.

Experience

Central Control Monitor 6

No specific type or amount of experience is required.

Central Control Monitor 7

One year of experience equivalent to a Central Control Monitor 6.

Central Control Monitor E8

One year of experience equivalent to a Central Control Monitor 7.

Central Control Monitor 9

Three years of experience equivalent to a Central Control Monitor including one year equivalent to a Central Control Monitor E8.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

CENCRLMTR

Job Code Description

CENTRAL CONTROL MONITOR

Position Title

Central Control Monitor-A

Central Control Monitor-E

Position Code

CENTMTRA

CENTMTRE

Pay Schedule

W41-011

W41-026

JZ

10/18/2020