

### **Job Description**

Position:	<b>IMC Controller</b>
Job Overview:	Responsible for providing support for Skyguard customers in the IMC when an alarm call is placed. An IMC controller needs to effectively assess calls and escalate them according to the individual's procedures, or to the emergency services where appropriate.
Principle Interactions	<ul style="list-style-type: none"> <li>(i) Reporting to the IMC Manager</li> <li>(ii) Interaction with external customers</li> <li>(iii) Interaction with all IMC employees</li> </ul>
Scope of work	<ul style="list-style-type: none"> <li>• Maintain an excellent knowledge of, and adherence to, the Skyguard operational procedures</li> <li>• Verify alarms to ensure that, where possible, only genuine emergencies are passed to the emergency services</li> <li>• Decide on appropriate response action</li> <li>• Communicate comprehensive and correct information to the agency best equipped to deal with it</li> <li>• Bring an incident to a satisfactory conclusion and produce a written report</li> <li>• Provide feedback and suggestions on improving the service</li> </ul>
Skills and experience	<ul style="list-style-type: none"> <li>• Calm, methodical and dependable</li> <li>• Level headed and courteous</li> <li>• Able to take own initiative</li> <li>• Computer and systems literate</li> <li>• Efficient and detailed</li> <li>• Communicate effectively, easily and with confidence over the telephone with users, customers and emergency services</li> <li>• Inspire confidence in others over the telephone</li> <li>• Effective handling of a wide variety of emergency situations</li> <li>• Take responsibility for managing an emergency incident</li> <li>• Compile and write post-incident reports</li> </ul>
Personal Characteristics	<ul style="list-style-type: none"> <li>• Excellent communicator.</li> </ul>