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Title: 职位名称	Fire Control Center Officer 消防监控员
Department: 部门	Security Department 保安部
Hierarchy: 汇报对象	Security Supervisor 保安主管
Direct Subordinates: 直接下属	N/A 不适用
Indirect Subordinates: 间接下属	N/A 不适用
Category/Level: 级别	L7 7级


Scope/职责范围:

In charge of daily hotel firefighting control operation, ensuring firefighting equipments and facilities in good condition. Well knowledgeable on how to use all equipments and facilities in the firefighting control center and all security related contingency plan; report to management team immediately after receiving the alarm and be cautious all the time

负责每日本班次消防监控中心的日常工作，保证消防及监控设施时刻处于完整好用状态，熟知并掌握消防监控中心各项设施及器材的使用及操作熟知酒店的各项安保预案，接警后能够迅速处置并予以上报，时刻保持警惕性


Responsibilities and Obligations/职责和义务:

- Control center is important position on prevention of fire and stealing and other criminal acts at the hotel. Firefighting Control Center Officer needs to be active, concentrated and calm. To keep alert at all times on situations on the monitors. If found any suspicious activity or got an emergency call, need to keep calm and report to security supervisor or Manager immediately, in order to confirm necessary actions.
监控中心是酒店防火，防盗的重要岗位，消防监控值班员当班期间要保持精神饱满，注意力集中，密切关注所有设备反映出的各种情况，遇到报警及发现可疑情况要沉着，冷静并及时报告相应的保安岗位或当班保安主管进行确认。
- In charge of operation of fire auto alarm and security monitoring system and maintenance. Be proficient in use of equipments and well knowledgeable how to fix when equipment might be broken down. Such as filling maintenance report, notice engineering department and report to security supervisor.
负责火灾自动报警及安全监控系统的操作及日常维护保养工作，并要熟练掌握各种设备的操作方法和设备出现简单的故障时的处理方法，保证其处于良好的工作状态，如出现故障应及时填写工程维修单，通知工程部维修，并将情况报告给当班保安主管
- Firefighting Control Center Officer must strictly stick on shifting hand over standard and fill in log book and equipment failure report; and do good handover on unfinished duty to the next shift and signed before leaving.

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消防监控中心值班员必须严格执行值班，交班制度，认真填写值班记录，设备运行记录，设备故障记录及各项表格，并将当班期间未完成工作及设备存在的故障认真向下班交代清楚，在记录本上签字后方可离岗

- **Answer the phone in the use of Hotel standard and convey correct information to supervisor on duty in time and do the next step as supervisor instructed.**
按照标准程序接听电话，及时准确的将信息传达给当班主管，并根据当班主管的安排进行下一步操作
- **Be strictly stick on confidentiality and it was not allowed others to enter the control center; and it was not allowed to talking to others on related information; it was not allowed to show CCTV video to others unless security manager's approval. Be cooperative with police upon visiting.**
消防监控中心值班员要严格遵守保密工作，严禁无关人员进入消防监控中心，不得与他人说及与监控中心相关的内容，监控资料及录像带未经保安部经理批准，不许外借或观看，配合公安机关来店工作，并做好保密工作
- **Monitor CCTV, firefighting system, smoke sensor system, firefighting water system, key management and background music system on each shift to make sure handover has been properly done and follow up unfinished work.**
每班次接班后认真检查监控系统，消防系统及排烟监控柜，消防水系统，背景音乐系统的状况，钥匙情况及上班交代的重要事项及遗留问题，做到心里明白，并对未完成工作及遗留问题及时跟进，保持工作的连续性
- **The CCTV officer is in charge of control of all equipment; it is not allowed to turn it off unauthorized; if equipments can't be recovered and influences therefore the normal operation, notice security manager. The System can only be turned off with approval of General Manager; and report to Hailar/Hulunbuir Firefighting bureau.**
监控中心值班员负责监督监控所有设备，任何人无权擅自关闭，确因无法修复，影响该设备正常运行的须报请保安经理，经总经理批准后方可关闭，并报呼伦贝尔市/海拉尔区消防局备案并认真做好交接
- **Maintain and keep in file of all documents (video, print record, log book and fire alarm forms.etc) for future reference.**
妥善保管监控中心的各种资料（如录像带，打印记录，值班记录，火警单等）以备必要时查档之用
- **Strictly carry out fire alarm procedure; when receiving the call, confirm the location and call security to re-confirm; if it has been found a false alarm, resume firefighting alarm system and turn off connection with firefighting bureau and make records; if it has been confirmed it was happening, send out emergency text immediately and inform Operator and Crisis Team members, and call 119 for help for Fire Brigade after approved by General Manager.**
认真履行火警处理程序，接到火警报警时，须准确确认火警点，并迅速通知保安进行确认，如系误报，经保安现场确认无异常后，将消防报警系统复位，关闭城市接口，并随后将与市消防局连网的分机复位，认真做好记录。如确认火警已经发生，监控中心值班员应按照酒店的火警紧急程序处理，发布火警信息，通知总机群呼危机小组成员，并根据酒店总经理的指令后拨打119向消防队求援。
- **Well monitors security of VIP in the hotel; and acts strictly on safety procedures. Prepare records; and updates information with duty shift supervisor.**
认真做好VIP贵宾的安全监控工作，严格执行安全管理程序，并认真记录，向当班主管提供信息


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- Focus on important monitoring points on each shift, Strengthen monitoring restaurant and front desk and monitor on any suspicious movement; provide updated information to ensure personnel and property safety in the hotel.
 监控中心值班员掌握每班次盯防重点，加强各餐厅/前台及客房楼层的监控，并配合个岗位监控可疑人员动向，提供反馈信息，保证饭店人身和财产安全。
- Implement entrance system and alarming system at disabled washroom; Notice security/supervisor immediately after receiving the emergency call.
 认真履行门禁系统，残疾人卫生间报警处理程序，接到报警后应迅速通知保安/当班主管进行现场确认
- If some is trapped in the elevator, notice supervisor, GSM, duty engineering immediately and comfort with trapped personnel and provide updated information to supervisor.
 对电梯困人，监控中心值班员应迅速通知当班主管，值班经理，值班工程师，并对现场被困客人/员工进行安抚，并随时向当班主管提供情况
- For emergency cases, make accurate records and ensure sure video is visible and original for future review.
 对于发生突发事件，监控中心值班员应做好记录工作，保证录像最佳角度，保存原始证据，以备日后查看。
- Keep the CCTV station clean and tidy and make deep cleaning once a week.
 每班次做好对监控中心的卫生清洁，每周一夜班监控人员负责对监控进行一次彻底清洁
- Strictly execute confidentiality policy
 严格执行保密制度

Health and Safety 健康和安全:

- Ensure that all potential and real Hazards are reported immediately and rectified
 确保所有的潜在的和事实的安全隐患要及时汇报和更正。
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
 熟悉所有部门的消防、紧急事件处理和炸弹处理程序。
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
 确保所有的紧急方案都经过彩排，实施和加强以保护客人和员工的安全。
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
 通过严格遵守现行的法律、法规等，来较好的执行酒店的规章制度，以确保酒店内部所有的人员和物品的安全。
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
 确保所有部门内部的员工都在安全的情形下工作，不可能在受伤害或危险的环境下工作。
- Use safe manual handling techniques and practice safe work habits following company Health, Safety and Environment policies, maintain procedures to minimize our impact on the environment and prevent pollution.
 使用安全手册技术并实践巴伐利亚集团健康、安全环境政策下的安全工作习惯，保持将我们对环境和污染的防护减到最小的工作程序。

Confidentiality/保密:

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- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to company Internet and Email policy
确保保密性和所有有关酒店的数据无论软件和硬件的安全。坚持百府悦酒店网络和邮件政策。
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.
确保在员工在职或离职后对酒店、客人和员工信息或者其它的相关信息保密性。

Competencies / 能力要求:

- Knowledge of hotel fire and life safety systems
熟悉饭店内的消防救生系统
- General management and leadership skills
具有管理才能
- Thorough understanding of the rules and regulations of other local government authorities pertaining to the licensing and operation of hotels.
熟悉由当地政府机构制定的有关饭店各类许可及运营的各项规章制度
- Junior college graduates or high school graduates
大专或高中以上学历
- Minimum 2 years experience in managerial hotel Security positions.
至少有2年从事饭店保安工作的经验
- Firefighting control officer work license holder
需持有消防控制员上岗证
- Preferred bilingual (English and Chinese)/
最好掌握两种语言(英文和中文)

To be fully conversant with /精通:


- Hotel fire procedures 酒店消防程序
- Hotel security procedures 酒店安全程序
- Hotel Health and Safety policy and procedures 酒店健康和安全政策和程序
- Hotel Facilities and attractions 酒店设施
- Hotel standards of operation and departmental procedures 酒店运行标准和部门运行程序
- Methods of accepted payment of the company 企业可以接受的付款方式。
- Short and long term company marketing promotions 酒店长短期市场促销政策

Interrelations/相互联系:

Liaises with other departments, other colleagues in Security Dept.
与各部门，安保部员工建立良好的联系。

Work Conditions/工作条件:

Regular hours with extra times occasionally
正常工作时间，偶尔伴有加班

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Date : _____
日期

Reviewed By : _____
审核人

Approved By : _____
审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature
员工签字

Date
日期