PUBLIC SAFETY MANAGER

Salary: Commensurate with experience

Work Address: Kentucky International Convention Center
221 S. 4th St., Louisville, KY 40202

Kentucky Venues’ two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – work with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World’s Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo.

Kentucky Exposition Center:
The Kentucky Exposition Center is one of the largest exposition facilities in North America. It hosts some of the world’s most recognized events and trade shows with 1.2 million square feet of contiguous meeting space. There are 54 flexible meeting rooms, two arenas and 300 acres of outdoor exhibit and demonstration space which is all highly configurable to the specific needs of our clients.

Kentucky International Convention Center:
The Kentucky International Convention Center (KICC) is located in the heart of Downtown Louisville and hosts a full calendar of major conventions, conferences, expositions and private events. KICC reopened in late 2018 after a $207 million renovation yielding a multitude of eco-conscious designs and pre-function spaces featuring modern glass facades overlooking the cityscape. The facility boasts 200,000 square feet of Class A exhibit space and 52 adaptable meeting rooms.

*Kentucky Venues is governed by the Kentucky State Fair Board.*

Work schedule can include nights, weekends and holidays as required. Benefits include life, health, dental and vision insurances, free parking, paid personal and sick leave, and state employee pension.

Job Description:
The Public Safety Manager manages the daily operations of the Public Safety Department at the Kentucky International Convention Center. This position is responsible for Public Safety staff scheduling, front-line supervision of Public Safety Officers and contracted public safety and security staff and leadership coverage during peak times of building occupancy. The Public Safety Manager also manages the programming and operation of the facility access control software system, all facility cameras and the intrusion system for optimum security posture. Additionally, the Public Safety Manager conducts investigations for criminal occurrences and other incidents that occur on property.
**Essential Functions** (must be able to perform with or without reasonable accommodations):

- Performs all departmental management duties such as scheduling, training, facilitating evaluations, enforcing policies and departmental and organizational procedures in place and developing and implementing performance improvement plans.
- Plans, coordinates and manages assignment of duties and daily activities of full-time, part-time and contracted employees.
- Oversees the safety of all facility employees, contractors, patrons and guests.
- Responsible for facility control room 24/7 operation and facilitates training of control room operations.
- Facilitates the security of the facility during emergencies, investigates criminal incidents and facilitates prosecution through criminal procedure system via local law enforcement.
- Conducts accident investigations, administers aid and works with municipal authorities to support public safety operations of the facility.
- Collaborates with sales managers, event managers, clients and event producers and provides recommendations for appropriate security plans and staffing to promote optimum event safety and security.
- Advises employees and clients in accordance with local, state and federal safety laws and regulations.
- Adheres to and exemplifies organizational core values and service expectations and leads staff in doing the same.
- Conducts accident investigations, administers aid and works with municipal authorities to support public safety operations of the facility.
- Performs relative duties and manages other responsibilities as assigned.

**Physical and Mental Demands** (must be met with or without reasonable accommodations to perform essential functions):

- Constantly interacts and effectively communicates via face-to-face interaction, two-way radio, voice call, text, email and video call.
- Consistently moves about multiple acres of facility space including traversing stairs, ramps, escalators, elevators and ladders, maneuvering through heavily occupied spaces and running to immediately and quickly respond to urgent and emergency situations such as crowd evacuation, assisting in the movement of immobilized persons and addressing disorderly, dangerous or criminal conduct.
- Regularly works at a desk or within an office workstation and operates a computer to accomplish duties.
- Frequently operates office devices including some or all of, but not limited to, the following: computers, calculators, telephones, copy and fax machines and printers.
- Occasionally moves objects and equipment weighing up to 50lbs and sometimes greater than 50lbs.
- Consistently and effectively functions within a moderate-to-high pressure, event-driven environment, according to a stringent schedule.
- Regularly interacts with and responds with authority to facility trespassers, criminal suspects, disorderly patrons and unhappy customers.
- Available for 24/7 response during assigned duty days.
- Has reliable transportation to report to work, including during adverse weather scenarios.

**Work Environment and Hours of Work:**

- Office setting with minimal-to-moderate noise levels as well as an event facility setting with
moderate-to-high noise levels where event functions and facility maintenance are taking place.

- Contingent on facility and event requisites, works a varied schedule consisting of: typical weekday hours, evenings, late nights, early mornings, weekends and holidays.
- Contingent on facility and event requisites, occasionally or intermittently works more than 40hpw.
- Possible limited exposure to various weather conditions, including some or all of, but not limited to, the following: rain, sleet, snow, hail, and extreme cold, heat and humidity.
- Limited exposure to high-allergen and other atmospheric elements including some or all of, but not limited to, the following: livestock and other animals, hay, dirt, dust, and exhaust fumes.
- Possible limited exposure to potentially hazard-inducing event production elements and applications including some or all of, but not limited to, the following: use of heavy and specialized tools, moving vehicles and mechanical equipment, electrical current, working at above ground heights using ladders, lifts or other elevating devices, and direct contact with chemicals.

Knowledge, Skills and Abilities:
Knowledge of
- Federal, state and local safety laws, codes, regulations and requirements relative to event production and public assembly, including that of the National Fire Protection Association.
- Equipment, policies, procedures and strategies to promote effective local, state and national security operations for protection of people and property.
- Effective leadership and supervisory principles and methods and best practices.
- Event industry best practices and operational characteristics of facility management, crowd management and public assembly.
- Best practices for positive customer and guest engagement and monitoring service delivery.

Skilled at
- Understanding written words, phrases, sentences and paragraphs in work-related documents.
- Understanding Kentucky legal statutes and regulations regarding property crime and trespassing.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Being cognizant of others’ behavior and understanding why they behave as they do.
- Adjusting one’s own behavior in relation to others’ behavior in order to encourage favorable or desired outcomes.
- Encouraging collaboration amidst others with differing personalities, temperaments, perspectives and goals to encourage win-win results.

Able to
- Effectively lead and motivate staff to successfully perform and accomplish goals.
- Effectively negotiate in person and in writing with representatives of private and public agencies, including facility clients and partners, local businesses and community groups.
- Operate basic and intermediate computer software systems to communicate via e-mail, produce and process effective written documents, maintain various data and records,
perform employee evaluations and review and approve employee timekeeping records.

- Actively listen and understand information and ideas presented through spoken words in English.
- Effectively communicate information and ideas in English writing so that the intended message is understood by the intended audience.
- Perceive when something is wrong or anticipate when something is likely to go wrong.
- Quickly make sense of, combine and organize information into meaningful patterns.
- Conduct self in a professional and composed manner and function effectively in moderate to high-pressure situations.

**Education and Experience:**
- Bachelor's degree from an accredited college or university with major course work in criminal justice, risk management or a relative field of study or a Kentucky criminal justice certification is preferred.
- Five or more years of increasing management responsibility in public safety operations in a municipal setting or a convention center or other public assembly facility is preferred.
- Experience in an event production setting i.e. trade shows, agricultural exhibitions, special events or consumer shows is desired.
- Other combinations of experience and education equivalent to the education and experience noted may be considered.

**Additional Requirements:**
Applicants of and employees filling this position may be required to submit to a drug screening test and background check.

**Application Process:**
Interested applicants should email a cover letter, résumé and at least three professional references to:

R. Shawn Hensler, Executive Director of Security & Public Safety
Kentucky Venues
shawn.hensler@kyvenues.com

The subject line of the email shall state “Public Safety Manager Vacancy”.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.*