



**KENTUCKY
EXPOSITION CENTER**

937 Phillips Ln
Louisville, KY 40209
Phone: 502.367.5000

**KENTUCKY
INTERNATIONAL
CONVENTION CENTER**

221 S Fourth St
Louisville, KY 40202
Phone: 502.595.4381

www.kyvenues.com

SECURITY DISPATCHER

Salary: Commensurate with experience

Work Address: Kentucky Exposition Center
937 Phillips Ln., Louisville, KY 40209

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 (KEC) is one of the largest exposition facilities in North America. It hosts some of the worlds 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 Venues is governed by the Kentucky State Fair Board.

Work schedule can include evenings, weekends and holidays as required. Full-time employees are eligible for health, dental and vision insurances, life insurance, paid personal and sick leave, state employee pension and free parking. Employees stasured other than full-time have varying benefit eligibility.

Description:

The Security Dispatcher is responsible to dispatch security and police officers to various property locations to address security, public safety, parking and general guest relations situations that may occur on the property. The Dispatcher is also responsible to act as a guest relations ambassador for the facility, assisting guests who come into the Security Office and on the phone when they call the main facility phone line for general facility info, questions or concerns.

WE SET THE STAGE. YOU STEAL THE SHOW.



Essential Functions:

- Dispatches security and police officers, using a two-way radio, to property locations to address security, public safety, parking and guest relations situations.
- Actively engages with guests to assist them when they come into the Security Office and on the phone when they call the main facility phone line.
- Remains consistently visible in the Security Office and is alert to address matters as they arise and direct calls as necessary.
- Contacts emergency and law enforcement responders in response to emergency and severe public safety situations and efficiently communicates situational details to aid responders in effective assistance.
- Reviews security and event memos and remains familiar with the directives of each so they are accomplished per established timelines and details.
- Sustains a comprehensive knowledge of all property areas and their references including leasable venue spaces, overhead doors, parking lots, horse barns, employee access areas, department offices, property lighting property access gates and facility points of access.
- Sustains a current knowledge of all facility policies, particularly regarding safety and egress procedures, parking, vehicle access permission and supports officers and event and operations staff in maintaining guest adherence of policies.
- Maintains a current awareness of the facility event calendar and general details of each event i.e. event dates and times, venue locations and admission pricing, in order to assist guests with relative questions.
- Maintains a general knowledge of the local area including the airport, nearby hotels and adjacent streets and expressways in order to assist guests with directions to and from the facility.
- Processes incident and lost and found reports using designated software and operates facility camera system as directed.
- Operates credit card machine (to process charges for RV parking in absence of on-site Access Control staff.)
- Adheres to and exemplifies organizational core values and service expectations.
- 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):

- Consistently remains stationary within a workstation and operates a computer, a multi-line phone and a two-way radio to accomplish a majority of duties.
- Frequently operates office devices including some or all of, but not limited to: calculators, telephones, copy/fax machines and printers.
- Occasionally moves objects weighing up to 25lbs.
- Consistently functions and works effectively within a moderate-to-high pressure event-driven environment, according to a stringent schedule.

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 department staffing requisites and event scheduling, works a varied schedule consisting of weekday hours, evenings, late nights, early mornings, weekends and holidays.
- Contingent on department staffing requisites and event scheduling, occasionally works

- more than 40hpw.
- Limited exposure to high-allergen elements during animal and livestock events.

Direct Reports:

NA

Knowledge, Skills and Abilities:

Knowledge of:

- Effective verbal and written communication techniques and methods and proficient use of the English language.
- Clerical procedures and systems such as word processing, managing files and records and relative office procedures.
- Organizational and facility policies, procedures and strategies.
- Customer and guest service best practices and executing excellent service delivery.

Skilled at:

- Actively listening – giving full attention to what is being said, understanding points being made and asking questions for clarification.
- Conveying clear and concise messages in person, by two-way radio, by phone, and by email.
- Recognizing and responding to sensitive information and urgent matters effectively, but as discreetly as practicable.

Ability to:

- Conduct self in a professional and composed manner and function effectively in moderate to high-pressure situations.
- Achieve established objectives with minimal guidance and supervision.
- Apply general guidelines or directives to specific scenarios or challenges to produce sound results or solutions.
- Understand written and spoken English language.
- Understand written sentences and paragraphs in work-related documents.
- Proficiently use Microsoft Office applications including Excel, Outlook, PowerPoint and Word and other software systems used by the department.
- Type and operate a computer and other office devices including, but not limited to, calculators, telephones, copy and fax machines and printers.
- Work collectively as a team member and take initiative to complete tasks working individually.

Education and Experience:

- Education resulting in ability to perform essential functions and yield and apply the noted knowledge, skills and abilities; high school diploma or equivalent is preferred.
- Experience in security or public safety operations in a convention center or other public assembly facility is preferred.

Additional Requirements:

- Applicants of and employees filling this position may be required to submit to a background check.
- Kentucky Venues adheres to Kentucky Healthy at Work guidelines. Currently, state employees and guests are required to wear a face covering inside state facilities and in state vehicles with more than one passenger.

Application Process:

Interested applicants should email a letter of interest, a résumé and three professional references to:

Michele Stone, Security and Public Safety Supervisor
Kentucky Exposition Center
Michele.Stone@kyvenues.com

The subject line of the email shall state "Security Dispatcher Vacancy".

The Commonwealth of Kentucky does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.