

MONONA TERRACE COMMAND CENTER OPERATOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible work involving the staffing and operations of the Monona Terrace Community and Convention Center's centralized security and monitoring center. The work includes monitoring and operating computerized building safety and security systems and executing the Monona Terrace emergency response plan procedures, including the monitoring of inclement weather. In addition, the work includes oversight of the building's shipping and receiving areas. Employees in this class are required to work with limited supervision on various shifts, follow established procedures, act calmly and appropriately in emergencies, pay close attention to detail, and provide direction to contracted security staff. The work is performed under the supervision of the Monona Terrace Operations Manager and Assistant Operation Managers.

Examples of Duties and Responsibilities:

Check in all persons who enter through the "back of the house" areas.

Monitor fire life safety system panel and dispatch staff to the area of the devices identified by alarm. Monitor the surveillance camera equipment and door card access to ensure the safety and security of Monona Terrace Community and Convention Center. Communicate with and dispatch mobile security staff to problem areas. Determine appropriate action depending on feedback in accordance with established procedures. Coordinate emergency and security issues with the local fire and law enforcement agencies.

Receive internal calls from customers via house telephones and external calls (during non-business hours) relating to persons attending events at the Convention Center and other issues. Determine the nature of the call, deal courteously with the customer or member of the general public, take appropriate action to deal with the situation, and follow-up to verify that action was taken. Answer questions from the Information Booth staff and locate appropriate persons. Utilize the telephone or radio to relay information and, in some cases, directions, to the proper staff throughout the building. Use the public address system to communicate with building occupants in cases of emergency.

Receive, log, and ensure proper delivery of all incoming and outgoing shipments to the Monona Terrace Convention Center. Coordinate shipping and receiving with proper events or departments. Check materials into locked storage area, secure, and maintain proper records. Lift and move boxes and materials of various sizes and shapes weighing up to 50 pounds. Operate freight moving equipment such as handcarts, pallet jacks, dock doors and dock leveler, and forklifts. Complete reports and activity logs, as well as perform record keeping and limited filing.

Assist supervisor in coordinating staff schedules by calling in staff or to provide other information. Coordinate necessary building activities in the absence of other staff.

Execute the Monona Terrace Emergency Response Plan procedures, including evacuation of building, crowd control, bomb threat analysis, inclement weather and medical emergencies. Assist in training new employees on the Monona Terrace emergency plan procedures and conduct mock emergency evacuation drills. Under the direction of management, perform periodic vulnerability assessments to identify potential security threats and appropriate responses.

Maintain the organization and cleanliness of the Command Center and Dock areas. Operate standard floor cleaning equipment as needed.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of building security practices and procedures. Working knowledge of customer service practices and techniques. Knowledge of record keeping such as it relates to shipping and receiving. Ability to remain calm during stressful and emergency situations. Ability to learn to operate fire life safety monitoring equipment and security surveillance equipment. Ability to transmit and relay information and dispatch staff using voice communication equipment (e.g., telephone, radio, public address system, etc.). Ability to keep basic records, prepare simple reports, and perform routine clerical tasks, both manually and using a computer and applicable software. Ability to make simple mathematical calculations. Ability to deal tactfully and establish and maintain effective working relationships with customers, the general public, contractors, vendors, employees, delivery persons, and others using and contacting the facility. Ability to communicate effectively both orally and in writing and to give clear and appropriate directions to others. Ability to pay close attention to detail and remain alert at all times during work shifts. Ability to learn and follow Monona Terrace Community and Convention Center policies and procedures relative to building security; safety; shipping and receiving; and other related areas and to explain them to others in a clear and effective manner. Ability to maintain adequate attendance.

Training and Experience:

Two years of responsible experience involving public contact, including at least 6 months of experience in building security or related areas, and at least 6 months of experience working in a position involving the use of computers. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Physical Requirements:

Employees in this classification must be able to lift and carry up to 25 pounds on a regular basis, and 50 pounds occasionally. In addition, employees must be able to access all areas of the facility in order to perform physical inspections. Finally, employees may be required to work varied shifts between the hours of 5 a.m. and 2 a.m., seven days a week.

Department/Division	Comp. Group	Range
Monona Terrace Community & Convention Center	16	07

Approved: _____
Brad Wirtz
Human Resources Director
Date