



April 2019

TCF Center is recruiting for the following position:

Position Title: Security Dispatch

Job Summary:

Job Description

The Security Operations Officer reports to the Security & Public Safety Supervisor, Assistant Manager of Security & Public Safety and to the Manager of Security & Public Safety. Responsibilities of this position are as follows:

- Monitor and operate communication systems to include telephones, two-way radios, email, text and other computer systems.
- Coordinate patrol operations through communication and surveillance systems. Prioritize and dispatch patrol personnel in response to calls for service.
- Monitor telephone systems, answer phones, gather information, prioritize and route calls.
- Monitor and operate alarm systems and direct response by patrol personnel.
- Monitor and operate security camera systems.
- Monitor and operate access control systems.
- Record keeping utilizing computerized systems as well as paper records. These

include but are not limited to:

Incident reports and notifications.

Incident logs.

Daily activity logs.

Schedules and patrol assignments.

Service requests.

Telephone messages.

Other record keeping duties as assigned

Other duties, procedures and equipment as assigned.

Key Job Elements:

Include the following

- Excellent working knowledge and experience of supervising employees, ensuring safety, quality and productivity. Good track record of working in a unionized environment.
- Supervise the installation and dismantling of temporary stages, dance floors, exhibit halls, meeting rooms, ballrooms, table and chairs, etc.
- Marks floors according to floor plans to aid in proper placement of equipment.
- Operates self-propelled material handling or mechanical lift equipment.
- Assists with the training and development of the production services staff
- Maintain housekeeping at a high level within the department.
- Good communication skills, planning capabilities and documentation.
- Flexible, adapts to changes well, able to work long hours including weekends, as required.
- Performs other miscellaneous building services or duties as assigned.
- Prior experience working in large hotels and/or convention center operations a definite plus.

Qualifications:

- High school diploma or equivalent.
- Clean record - no felony convictions.
- Minimum 3 years of experience in dispatch operations, communications and call center operations in a security, law enforcement, fire department, EMS or other emergency first responder capacity.
- Ability to read, write, speak, hear and otherwise communicate clearly in the English language.
- Proficiency with computers and associated productivity software.
- Availability to work any shift.
- Ability to work well with others and function in a team environment.
- The following is preferred:
- Proficiency with Microsoft Office Suite.
- Experience training and/or leading others.
- Security or law enforcement training and/or field experience.
- Experience with Genetec Security Desk software. Well Developed Communication Skills – Good oral, written and listening skills. Good analytical skills, including ability to lead, facilitate, plan, document and organize. PC literate.
- Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers.
- Organized – Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently.
- Problem Solving – Solves problems with effective solutions; asks good questions and probes answers; looks beyond the obvious and doesn't stop at the first answer.
- Team Player – Creates strong morale and spirit within team; shares wins and successes; fosters open dialogue; creates a feeling of belonging in the team.

TO APPLY:

Please go to the website listed below:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000729766406#>

No Phone Calls

This position offers a competitive salary and benefit package.

TCF Center is an Equal Opportunity/Affirmative Action Employer, and encourages Women, Minorities, Individuals with Disabilities, and Protected Veterans to apply. VEVRAA Federal Contractor.