



Public Safety Officer

Job Type:	FULL Time
Shift:	Different shift available
Salary:	Commensurate with experience
Work Location:	Kentucky International Convention Center, 221 South 4 th Street, Louisville KY 40202

Organizational Summary:

The Kentucky Exposition Center (KEC) and the Kentucky International Convention Center (KICC), collectively known as Kentucky Venues (KV), are committed to producing shows of public importance and supporting local, regional and international clients to execute successful and impactful events. KEC offers 1.2 million square feet of contiguous indoor exhibit space, 54 adaptable meeting rooms, two arenas and 300 acres of outdoor exhibit space, and KICC yields a multitude of eco-conscious designs, modern pre-function spaces featuring glass facades overlooking the cityscape and 200,000 square feet of Class A exhibit space. Kentucky Venues is governed by the Kentucky State Fair Board.

Employee Benefits:

Kentucky Venues offers extremely competitive benefits for eligible employees including: health, dental, vision and life insurance, paid personal and sick leave, pension and supplemental retirement, free parking, EAP and employee discounts.

Position Summary:

The Public Safety Officer is responsible to patrol all facility areas, secure facility access points, monitor security cameras and respond to incidents and emergency situations as a means to maintain security and general public safety in and around the facility and its two adjacent parking garages.

Essential Functions (must be able to execute with/without reasonable accommodation):

- Conducts daily rounds of all facility areas including its two adjacent multi-level parking garages
- Remains consistently visible in facility common areas to deter trespassing and property damage and to enhance public safety
- Opens and secures facility access points and supports operation of parking garages based on event schedules
- Sustains comprehensive knowledge of all property areas including leasable venue spaces, overhead doors, parking garages, employee access areas, department offices, property lighting and facility points of access
- Sustains current knowledge of facility policies and procedures, particularly regarding safety, egress, parking and vehicle access and supports event and operations staff in maintaining guest adherence of policies
- Responds to emergency situations in accordance with established EAPs including incident investigations, administering aid to employees and guests and communication with authorities for accelerated assistance
- Monitors and operates facility cameras and alarm systems, reporting unusual and adverse activity accordingly
- Maintains current awareness of facility event calendar and event memo directives and works with Event Managers and Operations staff to ensure appropriate access to facility areas and security protocol
- Adheres to and exemplifies Venue Values and service expectations
- Maintains a professional and approachable demeanor and addresses inquiries and concerns graciously and with a sense of urgency
- Performs relative duties and manages other responsibilities as assigned

Physical and Mental Demands (must be able to execute with/without reasonable accommodation):

- Occasionally remains stationary within a workstation, operating a computer and a multi-line phone
- Consistently communicates and interacts in-person and via voice call, text, email and two-way radio
- Regularly operates office devices including calculators, telephones, copy/fax machines and printers
- Regularly traverses facility space, including stairs, ramps, escalators/elevators and heavily-occupied spaces
- Regularly bends, stretches and otherwise moves to perform duties; occasionally moves loads of up to 50 lbs

- Consistently functions effectively in moderate/high-pressure setting, according to a stringent schedule

Work Environment and Hours of Work:

- Office and event facility settings with moderate/high noise levels
- Varied work hours including weekdays, evenings, late nights, early mornings, weekends and holidays; contingent upon event scheduling; regularly works more than 40hpw and 8hrs per day
- Regular exposure to hot/cold/humid climates and elements including livestock, hay, dirt/dust, and exhaust fumes
- Regular exposure to heavy/specialized tools, moving vehicles, mechanical equipment and cleaning chemicals

Direct Reports:

NA

Educational, Experience and Other Requirements:

- Experience in security or public safety operations at an event or other public assembly facility is preferred
- Must be able to exert necessary muscle force to lift, push, pull, carry and move objects and immobilized persons
- Must be able to stand for significant lengths of time and walk significant distances during shifts
- Must be honest, ethical and trustworthy
- Education resulting in ability to perform essential functions; high school diploma or equivalent preferred
- Valid driver’s license required to perform role at KEC; valid driver’s license preferred to perform role at KICC
- Must be at least 18 years of age and authorized to work in the United States
- Must have access to reliable transportation for transport to work location on time for scheduled hours
- May be required to submit to a background check

Desired Knowledge, Skills and Abilities:

Knowledge of:

- Customer and guest engagement best practices and executing service delivery
- Federal, state and local laws, codes and regulations relative to events and public assembly
- Basic operatives of an event or other major public assembly facility, particularly relative to public safety, crowd management and emergency procedures

Skilled at:

- 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 and discreetly
- Meeting high standards of service and maintaining effective relationships
- Understanding and communicating details relative to public safety and emergency concepts

Ability to:

- Achieve established objectives with minimal guidance and supervision
- Conduct self in a professional and composed manner
- Actively listen – give full attention, understand what is being said and ask clarifying questions
- Proficiently use Microsoft Office applications and use/quickly learn to use department software
- Operate a computer and other office devices including calculators, telephones, copy/fax machines and printers
- Identify and assess details and deduce anything sub-par or problematic
- Make inferences from observed behavior and nonverbal communication
- Exert necessary muscle force to lift, push, pull, carry or otherwise move objects and immobilized persons
- Stand for significant lengths of time and walk significant distances during shifts
- Prioritize tasks and responsibilities within specified time constraints
- Understand spoken and written English and convey clear and concise messages, verbally and in writing
- Apply general directives to specific scenarios to produce sound results or solutions
- Work collectively as a team member and complete tasks individually
- Function effectively in moderate/high-pressure situations

To Apply:

Complete an application at kyvenues.com/apply.