



Operations Coordinator

Summary: Reporting to the Director of Operations the operations coordinator assists with planning, directing, and implementing event specific and day-to-day activities of the operations department to ensure a safe, secure, healthy, and accident-free work environment. Also works with internal departments, neighboring venues and the City of Austin to manage and reduce the impact of the various events on our property and in the surrounding area.

Qualifications:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:** Associates Degree or Technical School Certificate and previous security experience of a minimum of one year in a large or institutional facility and demonstrated work performance. Veterans preferred.
- **Language Ability:** Ability to read, analyze, and interpret documents; ability to respond effectively to sensitive inquiries or complaints; ability to clearly and effectively communicate thoughts and ideas via emails, and documents; ability to make effective and persuasive speeches and presentations on controversial or complex topics
- **Math Ability:** Ability to apply and understand basic mathematical concepts such as addition, subtraction, multiplication, division and percentages
- **Reasoning Ability:** Ability to apply principles of logical thinking to a wide range of issues; ability to resolve a variety of abstract and concrete variables simultaneously
- **Computer Skills:** Ability to proficiently use MS Word, Excel, PowerPoint, outlook, and apply them to daily operations and planning. Ability to quickly learn all aspects of specialized security and departmental software
- **Fire Alarm System:** Ability to quickly learn basic operations including an understanding of input-output devices, the effect they have on building systems and the relation to code requirements
- **Certificates and Licenses:** AED/Life Safety Certification (American Heart Assoc. or similar); Crowd Management Certification
- **Customer Service:** Demonstrates the ability to remain calm and friendly during stressful situations. Resolves conflict effectively; responds promptly to customer needs; solicits customer feedback to improve service; meets commitments; understands and fulfills I PERFORM service model
- **Organizational Support:** follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity
- **Judgment:** displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making

process; makes timely decisions

- **Professionalism:** approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- **Safety and Security:** observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly
- **Crisis Management:** is able to maintain calm, clear, logical thoughts and actions in accordance with policy during constantly changing and stressful situations and is able to determine solutions when emergency situations present unanticipated problems
- **Multitasking:** is able to identify, prioritize and resolve multiple operations (e.g. phone calls, radio traffic, and direct contact) successfully

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assists in scheduling and managing part-time security staff, off-duty law enforcement officers, medical staff, valets, and fire department.
- Facilitates building access by printing and configuring security badges, issuing keys, and creating and maintaining access levels. Continually works with other departments to improve building access and security
- Coordinates parking in the Long Center Service Yard; Coordinates externally when additional space is needed
- Assists with the preparation of parking and traffic alerts for internal and external distribution
- Assists with the development of plans to minimize the impact of conflicts with neighboring venues
- Coordinates with valet company to ensure safe and successful operation during events
- Monitors noise levels from internal and external events and communicates with appropriate parties when noise levels become detrimental to Long Center events
- Manages the resources and activities of the Safety & Security Office during performances and normal office hours
- Monitors event load ins to ensure adherence to approved plans
- When needed, provides information, signs, posters, barriers, and other materials to direct or warn of potential and actual safety hazards and to prevent access to hazardous conditions
- Compiles and submits accident reports as required
- Assists with formation, maintenance, and implementation of safety and security policies and procedures; assists with training managers, employees, volunteers, and contractors in safety and security policies and procedures.
- Monitors building to detect existing or potential accident and health hazards, recommends corrective or preventative measures where indicated
- Maintains safety files and records

Supervisory Responsibilities:

- As assigned (or in absence of Director of Operations), supervises up to 10 part time employees
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws

Job Requirements:

- Physical capacity required to perform the job including ability to frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Availability to work night, weekend and holiday shifts as necessary.
- Willingness to work outdoor positions in inclement weather.
- Physical capacity required to perform the job including ability to frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Reliable transportation required.
- At least one verifiable employer.
- No felony convictions.
- Authorized to work in the United States.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts; work in high, precarious places and outdoor weather conditions
- The noise level in the work environment is usually moderate but may be loud at times, to the level that hearing protection is desirable
- Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus
- While performing the duties of this job, the employee is regularly required to talk or hear
- The employee is frequently required to stand; walk; sit and use hands to hold, handle, or feel
- The employee is occasionally required to reach with hands and arms; climb, balance, stoop, kneel, crouch, or crawl

Compensation: Please send compensation requirements. Overtime & holiday pay opportunities available where applicable. Health, dental and 401k benefits included.

Important Note: The information contained in this job description is intended to outline the general nature and scope of work being performed by an employee assigned to this position. It is not intended to be construed as a contract, or as an exhaustive list of all responsibilities, duties and capabilities required of a person employed in this capacity. Job Descriptions are subject to change at the discretion of the Long Center. The Long Center is an EO Employer.

To Apply:

Please email cover letter, resume, references and salary requirements (salary requirements must be included to be considered for this position to: security@thelongcenter.org. **No phone calls please.**