



Opening Date: 4/30/2018
Closing Date: Open Until Filled

Vacancy Announcement #29-18 Command Center Specialist (E.S.A.)

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

The Command Center Specialist is located within ESA's Command Center, Support Services Department of the Public Safety Division. The Command Center provides on a 24 hour per day, 7 days a week emergency response services to include critical incidents, emergency notification responses, communications, critical incident support team assistance, tactical support, database access, and record communications services. The incumbent works on a rotating or fixed shift. The Command Center Specialist reports to the Assistant Manager, Support Services.

EXAMPLES OF WORK ASSIGNED

- Provides communication support by handling routine radio and telephone communications.
- Independently provides communications tactical support in potentially life threatening situations in coordination with District of Columbia emergency personnel.
- Monitors WCSA activities via CCTV and radio to ensure compliance with established safety and security rules and regulations
- Notifies and dispatches the appropriate law enforcement authority in cases of emergencies such as fire and bombings/bombs threats.
- Assists in analyzing and evaluating security systems data in order to assist in prevention or protection against hazardous and criminal activity.
- Maintains current contact list of essential personnel for emergency.
- Monitors security alarm and CCTV systems to guard against theft and/or damage to WCSA employees, clients and property.
- Performs computerized access control functions for space secured through the Integrated Access Control system.
- Documents and maintains shift activity in Command Center database.
- Receives and answers calls relating to lost property and assists with location of such property.

- Dispatches work assignments with other Security Services personnel in support of WCSA efforts in monitoring and regulating building access.
- Performs a variety of related tasks and duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Knowledge of WCSA's function and ability to apply this knowledge when assisting in directing activities and assisting in formulating new procedures to enhance future performance in support of WCSA's security mission.
- Basic knowledge of the objectives, overall design and operating principles of Federal, State, and local law enforcement information in order to recognize probable data interactions and trends. This knowledge should be extensive enough to enable the incumbent to make recommendations to enhance Public Safety functions.
- Ability to work with DC Metropolitan Police Department, DC Fire Department, Washington Metropolitan Area Transit Authority or other relevant Federal, state, and local law enforcement agencies and the to ensure public safety.
- Knowledge of standard practices and techniques used in guarding and protecting property and people.
- Proficiency in Microsoft Office Suite.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to comprehend and follow oral and written instructions.
- Ability to demonstrate emotional stability during periods of tension and stress.
- Knowledge of CCTV system operations.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

CORE COMPETENCIES (OPERATIONS LINE)

- Job Knowledge and Technical Expertise
- Oral & Written Communication
- Workplace Safety
- Organizational Awareness
- Initiative

ADA ESSENTIAL FUNCTIONS

- Ability to read instructions, directions, letters, memos, blueprints and other related written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information with staff and customers.

MANDATORY REQUIREMENT

- Must apply for a Special Police Officer's Commission within 120 days, which includes passing a drug test immediately following receipt of employment offer letter.
- US citizenship or Naturalization certificate required for SPO license.

MINIMUM QUALIFICATIONS

- High School diploma or equivalent.
- Two (2) years of experience in security/law enforcement, preferably as a Special Police Officer.

DESIRABLE QUALIFICATIONS

- Bachelor's Degree in a subject related to security management or emergency operations.
- Valid Motor Vehicle Operator's License.
- Experience in the hospitality industry.
- Experience as a 911 or EMS operator.

REQUIREMENT

- All positions require candidates to successfully complete our background screening process.

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:
<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.