

DISPATCHER FORT WAYNE ZOO



JOB DESCRIPTION

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Position Title: *Dispatcher*

Supervisor Title: *Safety and Security Manager*

FMLA Status: *Nonexempt*

PURPOSE

The Dispatcher provides logistical support and assistance in the Safety and Security department during the Zoo season by monitoring cameras, fielding phone and radio calls, dispatching team members and resources to areas of need, assisting with access programs, and processing reports. This position also strives to embody the Zoo's values at all times, contributes to positive guest experiences, and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Stations at a designated indoor location to monitor incoming communications and security footage.
- Observes security camera systems and reports any potential incidents or concerns to the Ranger on Duty.
- Directs responding rangers and team members to areas of emergency response.
- Monitors all channels of radio traffic, answers radio calls for security, and relays relevant information to the Ranger on Duty.
- Answers security phone line calls from guests, contractors, and team members. Answers questions or appropriately directs calls.
- Remotely opens and secures doors, gates, and entrances as needed.
- Inputs and follows up on safety and security work orders.
- Assists with compiling, digitizing, and completing incident reports.
- Signs in and out vehicle keys and monitors usage.
- Signs in and out physical keys following defined parameters.
- Creates, deactivates, and adjusts access as needed for ID badges following defined parameters.
- Maintains an area of confidentiality in the security office.
- Digitizes various paper reports into a secure electronic database.
- Supports the Zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for team members, volunteers, guests, and supporters.
- Assists with special projects and helps other team members as needed.
- Actively contributes to positive guest experiences.

EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- High school diploma or GED is required.
- Must be at least 18 years of age.
- One year of guest service, operations, safety, or security experience is required.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

- Genetec Security system experience is preferred.
- Experience in a guest service, tourism, cultural attraction, or zoological organization is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to reliably monitor conditions and recognize when emergency response is warranted.
- Ability to professionally, calmly, and effectively communicate emergency needs across multiple channels.
- Knowledge of safety and security policies and procedures and the ability to follow set standards.
- Ability to professionally and effectively communicate with others through written correspondence.
- Ability to troubleshoot, analyze situations, and make sound business decisions.
- Ability to make independent decisions and manage time effectively.
- Knowledge of Microsoft Office software.
- Strong organizational skills.
- Knowledge of general office procedures and practices.
- Ability to work a highly flexible schedule as required to successfully perform the requirements and functions of the position, including required weekend, evening, holiday, and irregular hours.
- Ability to handle confidential information.
- Ability to understand and follow all safety regulations.
- Ability to track and manage multiple tasks and priorities.
- Ability to arrive at work when scheduled and maintain a positive attendance record.
- Ability to serve as a goodwill ambassador, in every respect and at all times, for the Fort Wayne Zoological Society and the Fort Wayne Zoo in contacts with guests, partners, and the community.
- Ability to deal tactfully and politely with guest questions and misbehavior.
- Excellent communication skills to establish and maintain effective working relationships with team members, volunteers, partners, and the community.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- Ability to read reports, receipts, and other statements.
- Ability to properly lift and carry light supplies and materials.
- Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- Ability to perform focused work with close attention to detail.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- This position may include exposure to potentially dangerous or venomous animals.
- This position may include exposure to zoonotic diseases.
- This position may include exposure to noxious native plants.
- This position may include exposure to native biting insects and arthropods.

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