

Safer Downtown

**If interested please send cover letter and resume to:
humanresources@downtowncolumbus.com**

Dispatch Operator (Part Time)

Summary

Under the direction of the Deputy Director – Safety (DD-S) and the management of the Dispatch and Technology Manager, the Safer Downtown Dispatch Operator is a part-time position responsible for monitoring all security, communications, Safer Downtown’s 24-7-365 operations. This position serves as the first point of contact for incoming calls, dispatching resources, and documenting events and communications. Dispatch Operators work closely with security personnel, clean and safe ambassadors, housing outreach staff, and law enforcement. In addition, Dispatch Operators directly communicate with patrons calling in and are expected to answer questions and assist with all manner of patron concerns.

Dispatch Operators are expected to remain calm and professional during routine and emergency situations, clearly provide accurate information and direction, and maintain detailed documentation. This includes communication with colleagues, contractors, sworn law enforcement, and the general public.

Duties

- Monitor all security and communications via provided monitoring platforms.
- Proactively observe surveillance cameras and respond to security alarms.
- Answer and respond to emergency and non-emergency calls, providing clear direction to staff, contractors, and the public.
- Dispatch and support Safer Downtown field personnel, including clean and safe ambassadors, contracted security, housing outreach, and special duty law enforcement.
- Accurately document all incidents, calls, and unusual events using established reporting systems.
- Communicate inclement weather alerts, safety threats, and other urgent information to staff, contractors, and property owners. This includes proactively monitoring potential inclement weather events and other events relevant to general public safety in Downtown Columbus.
- Report missing, damaged, or inoperative equipment or systems to the DD-S immediately.
- Support the achievement of Safer Downtown’s mission by providing exceptional customer service and operational reliability.

Qualifications

- Punctuality, effective and clear communication, and teamwork are essential to success in this role.
- Minimum high school diploma or equivalent required.
- At least two (2) years of experience in one of the following:

Safer Downtown

**If interested please send cover letter and resume to:
humanresources@downtowncolumbus.com**

- Dispatch or emergency operations center work
- Public sector safety/security operations
- Private or corporate security
- Military, law enforcement, or public safety training may substitute for experience.
- Strong computer proficiency, including Microsoft Office and/or Google applications.
- Excellent written and verbal communication skills.
- Ability to assess situations quickly, remain calm under pressure, and provide logical solutions.
- Strong attention to detail and organizational skills.

Requirements

- Ability to work in a fast-paced, 24/7 environment with varying shifts.
- Indoor work environment with extended periods of sitting, standing, and monitoring equipment.
- Ability to lift up to 25 lbs with proper technique.
- Valid driver's license preferred.
- Ability to pass pre-employment screenings, including drug testing.

Compensation and Benefits

Starting hourly wage of \$24.00. This is a part-time position with a maximum of 29 hours per week. This position includes free parking.

About Safer Downtown, LLC

Downtown Columbus is a neighborhood where everyone should feel safe. That's why Downtown Columbus, Inc. is working with the City of Columbus and public- and private-sector leaders to spearhead Safer Downtown. The program integrates tried-and-true safety methods with new, technology-enabled approaches to ensure a safe Downtown.

There are three key components to the program:

- **Security Technology and Cameras:** A network of security cameras, radio, and phone lines monitored 24/7 at the Safer Downtown Command Center.
- **Information Sharing:** Data and information sharing across Safer Downtown partners to guide safety improvements.
- **Environmental Design:** Ensuring proper lighting and visibility in current and future development.