

Safer Downtown Dispatch Operator – Full Time

About Safer Downtown, LLC

Downtown Columbus is a neighborhood where everyone should feel safe. That's why Downtown Columbus, Inc. works 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. www.downtowncolumbus.com

Job Summary

Under the direction of the Deputy Director – Safety (DD-S) and the Dispatch and Technology Manager, the Safer Downtown Dispatch Operator is a full-time position responsible for monitoring all security and communications and for Safer Downtown's 24-7-365 operations. This position serves as the first point of contact for incoming calls, dispatches resources, and documents 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 who call in and are expected to answer questions and assist with a wide range of patron concerns.

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

There are three key components to the program:

- *Camera Network:* More than 250 cameras – public and private – are streamed into the Safer Downtown Command Center where they are monitored 24/7.
- *Supplemental Safety:* Ambassadors provide uniformed on-foot and bicycle teams focused on visibility, assistance, and coordination with police and other City partners.
- *Cleanliness Initiatives:* Ambassadors offer routine attention to sidewalks and public spaces in the Central District, coordinating with City departments when needed.
- *Homeless Outreach:* Mount Carmel outreach specialists build relationships with those experiencing homelessness and help them transition into permanent supportive housing.

- *Special Duty Officers:* Safer Downtown hires special duty Columbus Police officers to patrol Downtown, focusing on enforcement, emergencies, and prevention of criminal activity.
- *Streetscape Improvements:* Safer Downtown enhances the public realm through landscaping, wayfinding, and lighting improvements.

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.
- At least two (2) years of experience in one of the following:
 - 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.
- This position is fully in-person and requires working on-site five days a week from our Downtown Columbus office.
- Valid driver's license preferred.
- Ability to pass pre-employment screenings, including drug testing.

Compensation

Annual salary is \$50,00.00 plus a generous benefits and 401K package, potential bonus consideration, and complimentary parking.

Interested candidates should send a résumé and cover letter with “Dispatch Operator Full Time” in the subject line to:

humanresources@downtowncolumbus.com

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.