



Access Control Manager Kentucky Exposition Center

Salary: \$42,000 to \$50,000, commensurate with experience
Work Address: 937 Phillips Lane Louisville, Kentucky 40209

KENTUCKY EXPOSITION CENTER

937 Phillips Ln
Louisville, KY 40209
Phone: 502.367.5000

KENTUCKY INTERNATIONAL CONVENTION CENTER

221 S Fourth St
Louisville, KY 40202
Phone: 502.595.4381

www.kyvenues.com

Governed by the Kentucky State Fair Board, Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – partner with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo. Whether it be a trade show, convention, conference, live stage show, livestock exposition, an athletic tournament or a private event, Kentucky Venues has the event space to offer for a successful and memorable event experience.

At a huge 1.3 million square feet, the Kentucky Exposition Center is the perfect facility for any successful event. We offer more than 680,700 total square feet of Class A space, all on ground level. From a small event to a large tradeshow, the Kentucky Exposition Center can accommodate a crowd of any size. We have two arenas and 54 flexible meeting rooms ranging in size from 590 to 25,000 square feet. Not only do we offer a large indoor space, we also have 300 acres of outdoor exhibit and demonstration space. The Kentucky Exposition Center is located across from the Louisville International Airport and seven minutes from downtown and have direct access to major interstate routes.

Objective:

The Access Control Manager is responsible for oversight of all venue access control operations at the Kentucky Exposition Center. This includes establishing policy and procedure for gates operations, collecting parking fees from customers and exhibitors, providing refunds and complimentary passes, and coordinating gate admission funds with Kentucky Kingdom. The Access Control Manager is responsible for over \$4.5 million in annual revenue from gate admissions and works closely with the onsite accounting department for cash handling and deposits, and credit card transactions. Customer Service is a key component of this position, therefore providing a pleasant guest experience at the facility's entry point is crucial to this position's success.

Essential Functions:

- identify and fill staffing needs in accordance to event calendar. Coordinates gate opening/closing for easing traffic congestion and schedules gate/lane usage in response to event needs;
- supervises a staff of full-time and temporary employees; responsible for training employees in Customer Service practices, point of entry fee collection, refunds and conflict resolution;
- monitors parking sales, process cash receipts through established internal control procedures;

- oversees all operations of point of service payment collection equipment and coordinates troubleshooting including:
 - inventory control for handheld devices and lane counters;
 - maintenance and operation of security cameras;
 - posting banners, special event signage;
 - obtains supplies and manages inventory;
 - recommends improvements for existing structures.
- customer service and first-line resolution related to permits, monthly parking contracts and access complaints. Enforces rules and policies of KSFB and city ordinances in relation to services;
- coordinates access control rules and regulations to ensure compliance with city and state codes and facility staff to maintain appropriate signs for enforcement, and parking fees;
- maintains records, compiles reports and responsible for improving upon departmental systems that maintain fiscal accountability of over \$4.5 million in annual revenue;
- disseminates information to facility users related to access control programs and rate changes;
- coordinates with all KSFB departments and lessees in gate access arrangements for large events, one-time waivers and daily operational maintenance needs;
- submits client billing information for processing, performs feasibility studies for future access control needs;
- performs other duties as assigned by management as necessary.

Physical Demands (Employee must be able to perform with or without reasonable accommodations):

- lead and manage a staff of up to 50 people at a time;
- use telephone, computer, and two-way radio to clearly communicate with staff during events;
- stressful or demanding work environment in order to respond effectively to updated plans;
- frequently communicate in person to staff, clients, lessees and general public;
- spend a major portion of time using a computer for scheduling and event management software use;
- work nights, weekends, holidays and extended hours as event needs arise;
- drive vehicle around gates for deposits, gate management, etc.

Work Environment and Hours of Work:

- generally work a M-F 8a-5p schedule but often will be required to be onsite for shows;
- must be available for a varied work shift in response to event needs including nights, weekends, holidays;
- work environment includes extreme outdoor temperatures and weather in order to manage all admission gate operations on a daily basis;
- medium to high pressure environment during shows in order to deliver all needs as requested or contracted;
- must have reliable transportation in order to be onsite prior to event start time.

Knowledge, Skills and Abilities:

Knowledge of

- strong financial management and professional verbal, written and non-verbal communication;
- access control operations and general management practices;
- customer and personal service principles and processes including needs assessment, meeting quality standards for services and evaluation of customer satisfaction;
- English language structure and content including meaning and spelling of words, rules of composition and grammar;
- communication and dissemination techniques and methods;
- supervisory and leadership principles in order to oversee event diverse staff.

Skilled in

- organization in order to coordinate staffing for multiple events through all hours of day as well as to coordinate cash drawer accounting across shifts;
- active listening, reading comprehension, critical thinking and active learning in order to coordinate services with

lessees, clients, customers, patrons and staff;

- service orientation in order to provide outstanding customer service in executing events;
- time management in order to oversee the needs of several events taking place within the facility at any given time;
- complex problem solving and judgement/decision making in order to properly monitor operations and staff.

Able to

- comprehend oral, written and non-verbal communication;
- visually comprehend event details and deduce what is missing or problematic;
- share time between multiple events taking place within the facility at the same time
- interact with all levels of management, employees and external customers;
- provide outstanding customer service to patrons and build relationships with property lessees, clients and government officials;
- supervise employees across multiple locations and coordinate appropriate access control staffing levels for multiple events;
- handle large volume of cash and credit card transactions, as well as to count cash accurately;
- analyze complex situations and make responsible decisions as well as exercise good judgment;
- be proficient in Word and Excel as well as ability to work in agency accounting and event software modules (Ungerboeck, eMars, KRONOS).

Education and Experience:

Bachelor's Degree in business management or work equivalent. Minimum four years' progressively responsible access control-related experience.

Direct Reports:

Large population of temporary gate attendants, three Access Control Assistants

The Commonwealth of Kentucky does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation or gender identity, ancestry, age, disability, political affiliation, genetic information, or veteran status in accordance with state and federal laws.

This position description is not designed to be a comprehensive listing of all functions, duties and responsibilities of the position. The functions, duties and responsibilities may change and others be assigned at any time with or without notice.

Application Process:

Please submit cover letter and résumé to:

Kentucky Venues
Tim Postlethwait, Director of Venue Services
PO BOX 37130
Louisville, KY 40233

Or email: tpostlethwait@kyvenues.com with **Access Control Manager Vacancy** in the subject line.