**Access Control Team Leader**

**Salary:** $30,000 - $34,000  
**Work Address:** Kentucky Exposition Center  
937 Phillips Lane  Louisville, KY 40209

**Kentucky Exposition Center**  
The Kentucky Exposition Center is one of the largest exposition facilities in North America. It hosts some of the world’s most recognized events and trade shows with 1.2 million square feet of contiguous meeting space. There are 54 meeting rooms, two arenas and 300 acres of outdoor exhibit and demonstration space, which is all vastly configurable to the specific needs of our clients.

*Kentucky Venues is governed by the Kentucky State Fair Board.*

Work schedule can include nights, weekends and holidays as required. Benefits include life, health, dental and vision insurances, free parking, paid personal and sick leave, and a state employee pension.

**Job Description:**  
The Access Control Team Leader is primarily responsible for monitoring and supporting the work of temporary employees involved in access control operations at the Kentucky Exposition Center. This includes training and enforcing policy and procedures for gate operations which includes collecting parking fees from customers and exhibitors, providing refunds where applicable and coordinating gate admission funds for events. The Access Control Team Leader will have cash handling responsibilities 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. Since Customer Service is a key component of this position providing a pleasant guest experience at the facility’s entry point is crucial to this position’s success.

**Essential Functions:**
- monitors the work of temporary employees; responsible for training employees in Customer Service practices, point of entry fee collection, refunds and conflict resolution;
- identifies and help fill staffing needs in accordance to event calendar. Coordinates gate opening/closing to ease traffic congestion and schedules gate/lane usage in response to event needs;
- monitors parking sales, processes cash receipts through established internal control procedures;
- performs all operations for point of service payment collection equipment and coordinates troubleshooting including:
  - inventory control for electronic equipment;
  - operation of security cameras;
  - posting banners, special event signage;
  - obtains supplies and manages inventory
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, assists manager to compile reports and makes recommendations for improving upon departmental systems that maintain fiscal accountability of over $4.5 million in annual revenue;
by direction of manager, disseminates information to staff 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;
performs other duties as assigned by management as necessary. Includes but is not limited to reviewing reconciliation reports for accuracy, improvements and upgrades to Access Control policies and procedures.

Physical Demands:
lead a staff of up to 50 people at a time;
use telephone, computer, and two-way radio to clearly communicate with staff during events;
handle 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 interacting and supporting gate staff;
work nights, weekends, holidays and extended hours as event needs arise;
must have valid driver’s license to drive vehicle around gates for deposits, gate management, etc.

Work Environment and Hours of Work:
general work a minimum 40hr wk. schedule but often will be required to work overtime;
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:
Minimum high school diploma with two years’ progressively responsible access control-related experience.

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:
Interested applicants should email a cover letter, résumé and at least 3 professional references to:

Dennis Duncan, Access Control Manager
Kentucky Venues
dennis.duncan@kyvenues.com

The subject line of the email shall state “Access Control Team Leader Vacancy”.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.