

**Security Dispatcher**

**Job Title**

**S&S**

**Division**

**01020/CL213S**

**Job Code**

**06/2**

**Pay Grade**

**Security Supervisor**

**Reports to**

**October 2009**

**Date**

**DOLLYWOOD  
POSITION DESCRIPTION**

**Job duties include but are not limited to:**

- Receive and ensure clarification of work requests via phone, radio, e-mail, etc.
- To provide dispatch/communications services for the Security Team, Safety and First Aid Team, Maintenance and Construction Team, Attractions Team and other Dollywood and Dollywood's Splash Country Teams as needed.
- Accurately fill out work orders with all required information
- Enter work orders into log book
- Input work orders and dispatch information into computer as soon as received
- Print work orders for review and distribution by supervisor
- Identify emergency and non-emergency work orders and communicate all emergency work requests to supervisors upon receipt.
- Input corrective action and close work orders upon notification by maintenance technician
- Receive and record ride down time and notify all required parties in time specified
- Enter ride down time into database prior to end of shift
- Monitor security cameras and alarms
- Contact people on park by radio, dispatch officers and relay information
- Maintain a clean work area
- Ensure that personal calls are of an emergency nature and in compliance with Dollywood policy.
- Management reserves the right to change and/or add to these duties – Other duties as assigned

**Educational / Experience / Skill requirements**

- Computer skills essential; experience with word / excel preferred
- Type 25 wpm
- Must be able to pass drug/alcohol testing and criminal background checks
- Experience demonstrating successful execution of similar duties and responsibilities in a commercial / industrial setting.

**Personality / Attitude Requirements**

- Must be honest and dependable.
- Must be alert and mentally responsive.
- Must be able to stay calm in a stressful environment.
- Must be able to carry out duties in a professional and courteous manner that is according to all applicable laws and company policies, practices and procedures.
- Must be outwardly and obviously friendly and genuinely caring about all our guests and hosts.
- Must be a cooperative team player and able to work varying work schedules and assignments
- Must maintain a positive attitude toward Dollywood policies, practices, procedures.
- Must maintain good personal hygiene and a clean neat appearance.
- Must be highly motivated, self starter
- Must have the ability to work well with others

- Must be able to work with minimal supervision
- Must be punctual
- Must be conscientious, friendly, polite, courteous, outgoing and loyal to the absent
- Must have good personal hygiene
- Must have a willingness to accept changes in a positive manner
- Must have the ability to work in a stressful situation and handle multiple jobs simultaneously
- Must have the ability to maintain confidentiality
- Must have the ability to remember and analyze detailed information and make decisions in emergency situations
- Must be open to new ideas and willing to learn new technology
- Must maintain professionalism when working with others

**Essential functions necessary to perform job duties**

- Ability to have prolonged sitting
- Able to have manual dexterity
- Ability to multi-task
- Ability to read, speak and write English
- Able to hear/listen, speak, and see
- Ability to work extended hours
- Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime
- Must be able and physically capable of working in all weather conditions (110°F to -05°F degrees).
- Must be able to exhibit dependable attendance habits.
- Must be able to be flexible in terms of work hours and days.
- Must be able to tolerate high stress level.
- Must be able to drive a vehicle and maintain a valid Tennessee motor vehicle license.
- Must be able to evaluate and solve problems.
- Must be able to read/write to complete reports.
- Must be able to sit, stand/walk for up to 6 hours at a time.
- Must be able to reach (high/low)
- Must be able to twist from side to side.
- Must be able to perform other functions as assigned