

Effective Date: April 11, 1999

STATE OF WISCONSIN
LIMITED TERM EMPLOYMENT
POSITION STANDARD

CROWD CONTROL OFFICER LTE

I. DEFINITION

Perform crowd control and security functions at athletic and other leisure/recreational events to ensure the safety of patrons. Interacts with external and internal organizations, contracted security, and patrons. Coordinates and directs security and support groups that may include police, fire department and paramedics. May dispatch personnel, distribute keys, two-way radios and cellular phones, authorize entry and access of staff and other personnel into arena and coordinate facility communication systems.

II. EXAMPLES OF WORK PERFORMED

Staff an Arena Control Center during various athletic and entertainment events.

Direct Arena Control operations that include authorizing entry of staff and other personnel, use of surveillance and recording equipment and coordinating facility communication systems.

Dispatch arena personnel, security, police, fire department and paramedics.

Distribute and control the use of keys, two-way radios and cellular phones.

Coordinate services such as: event management, business office, marketing, concessions, catering, suites services and merchandise providers.

Interact with both internal and external organizations such as concession service groups, contracted ushers/ticket takers, contracted security, police department, fire department, paramedics, tour managers, road technicians, stage hands, athletic teams and other related event staff.

III. QUALIFICATIONS

The qualifications required for a position in this Limited Term Employment classification will be determined at the time of recruitment and will be job related based on an analysis of the minimum knowledges and skills required to perform the work.

IV. ADMINISTRATIVE INFORMATION

This specification was modified effective April 11, 1999, and announced in Bulletin CLR/SC-98.

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