Security Officer FT/PT – Job Description

Summary:

The Security Officer is responsible for maintaining a safe and secure environment for all visitors, staff, and property of the museum. This position regulates access to the facility, monitors visitor activity, and assists in emergency and safety procedures, which may also include facility maintenance.

Essential Functions:

The following duties are considered essential functions of this position. Regulate and monitor access to museum facilities and grounds.

- Patrol designated areas to ensure the safety of visitors, staff, and museum property, check for vandalism, theft, fire hazards, or safety and mechanical issues.
- Monitor the museum via security systems and camera equipment in the control room.
- Respond to and assist during emergencies as trained and directed.
- Assist in developing and implementing security and safety plans for the protection of the museum's collection, exhibits, guests, and staff.
- Assist with the training of new or part-time security personnel.
- Maintain visibility in galleries, café, store, outdoor exhibits, and other assigned areas to ensure visitor compliance with museum rules (e.g., no food/drink in exhibit areas, no touching displays).
- Provide excellent customer service by assisting patrons with directions, answering questions, and offering general assistance.
- Support special events, programs, and school groups, including coordination of crowd flow and setup as needed.
- Report safety or maintenance issues promptly (e.g., lighting outages, trip hazards).
- Participate in TIPS and CPR/First Aid training as required.
- Maintain professional and courteous interactions with visitors, vendors, and staff at all times.
- Be available and respond when called in the event of a museum emergency.
- May be required to receive training and certification to safely operate a scissor lift and similar elevated-work equipment as needed.

Essential Job Requirements:

<u>Attendance and Reliability:</u>

- Regular, predictable, and punctual attendance is an essential function of this position. Security coverage is critical to museum operations; therefore, reliability and the ability to work scheduled shifts—including evenings, weekends, and holidays—are required.

<u>Physical Requirements:</u>

- Ability to stand and walk for extended periods of time.
- Ability to climb and descend stairs and ladders safely.
- Ability to bend, stoop, kneel, and reach as necessary to perform inspections and patrols.
- Ability to lift and move up to 50 pounds occasionally.
- Sufficient visual acuity (including color perception) and hearing to monitor museum activity and respond to alarms or visitor needs.
- Ability to work indoors and outdoors in varying weather conditions.
- Ability to use computers, radios, and other security-related technology.

Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Qualifications:

- High School Diploma or GED required.
- Two (2) years of experience in security, law enforcement, or public service preferred.
- Excellent communication and interpersonal skills, including the ability to handle situations calmly and professionally under pressure.
- Strong observational, reasoning, and problem-solving abilities.
- Basic computer proficiency for monitoring systems and completing incident reports.

Certificates, Licenses, and Training:

- Valid Driver's License required.
- CPR/First Aid Certification and TIPS (alcohol service) training required or must be obtained within 90 days of hire.
- Additional security or safety certifications preferred.

Work Environment:

Work is performed in both indoor and outdoor museum environments. Exposure to varying weather conditions and moderate to high noise levels may occur. Non-standard hours are required, including evenings, weekends, holidays, and occasional on-call emergencies.

Acknowledgment

I acknowledge that I have reviewed and understand the job description for the Security Officer position.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____