



AMERICA'S CAR MUSEUM®

SECURITY OFFICER POSITION DESCRIPTION

EFFECTIVE DATE: <u>1/6/17</u>	REPORTS TO: <u>Security Supervisor</u>
DIVISION: <u>Operations</u>	SUPERVISES: <u>Collection Monitor Volunteers</u>
DEPARTMENT: <u>Facilities</u>	DRIVING CLASS: <u>Required</u>
FLSA CLASS: <u>Non-Exempt</u>	

GENERAL SUMMARY:

The Security Officer plays an integral role within the operations of LeMay – America's Car Museum (ACM). The Security Officer implements best practices in security management to ensure safety and security of the museum's guests, employees, facility, grounds, and the collection. Duties include, but are not limited to: Maintaining a visible and accessible presence among museum guests and team members to instill a sense of safety and security, prevent potential problems, and answer questions; Providing excellent customer service; Communicating and working effectively with Security Staff and all museum department personnel; Visually monitoring indoor and outdoor activities through CCTV surveillance and conducting foot patrols; Monitoring alarm systems, access points, and restricted areas; Monitoring and responding appropriately to suspicious activity; Communicating and enforcing Museum safety and security regulations, policies, and procedures; Responding to incidents and accidents, including conducting interviews, taking initial reports, and forwarding reports to the appropriate parties for follow-up; Assisting with fire prevention and inspection of fire suppression and life safety equipment; Providing emergency and incident response, including rendering of medical aid (CPR/First Aid) and executing emergency response and evacuation procedures when necessary, and contacting police, fire, ambulance, or other emergency personnel for situations requiring high-level intervention.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

PRIMARY OBJECTIVES:

1. Ensure a safe and secure environment for employees, volunteers, and visitors of the Museum;
2. Safeguard the assets of ACM including the grounds, facilities, and the collection;
3. Serve as the front line responder for security and emergency situations within ACM and ensure calm, cooperative, response in times of crisis;

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4. Keep all museum departments informed regarding security and safety policies, procedures, and protocol for optimal communication and cooperation;
5. Follow best practices in carrying out all Museum Security functions.

MAJOR RESPONSIBILITIES:

Under the direction of the Security Supervisor, the Security Officer will be responsible for:

1. Monitoring , answering questions, and providing directions for guests to ensure safety, and maximize the guest experience;
2. Safeguarding the Museum's collection and physical assets while enforcing policies and providing excellence in customer service;
3. Responding to emergencies, taking predetermined action for the situation at hand, and rendering first aid in the event of an accident or illness;
4. Investigating all observed or reported suspicious activity and preparing daily and periodic reports;
5. Ensuring proper communications with guests, service users, vendors, employees, and supervisor regarding matters of security needs, concerns, or problems;
6. Assisting all departments with security matters;
7. Following all security policies and procedures and maintaining a proficiency in the use of security equipment.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age, able to pass an in depth criminal background check, and possess: A valid Driver's License; High School Diploma or equivalent; 2-years' experience in security, the military, or law enforcement; and, Excellent verbal and written communication skills. An AA in may be substituted for the 2-year experience requisite. The incumbent must also be able to work all museum operation hours, including evening events, weekends, and holidays while providing the highest level of customer service. The incumbent must be proficient in the use of MS Word, Excel, and Outlook. Experience in operating and maintaining a CCTV system is preferred, as is bilingual ability.

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references;
2. Solid critical thinking skills, including the skill to utilize logic and reasoning to identify problems and solutions and to make sound professional decisions;
3. The discernment and good judgment needed to differentiate between confidential, sensitive and general information, and the ability to maintain confidentiality accordingly;
4. A solid proficiency in the English language with professional abilities in oral and interpersonal communications. Bilingual abilities are preferred;
5. A neat, well-groomed, professional appearance in accordance with the museum's requirements;
6. An ability to effectively multi-task and coordinate between different projects and/or departments and agencies while remaining organized and solution focused;
7. The skills and ability to foster effective working relationships with volunteers, employees, departments, and external agencies;

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8. An understanding and ability to provide service excellence through positive guest interactions, service delivery, staff interactions, and consistency in all security functions;
9. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
10. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
11. The ability and commitment to remain sensitive and responsive to the diverse needs and cultural differences within the organizations employment, guest, and client population;
12. The ability to: Conduct foot patrols approximately (4 to 12 miles per shift); Physically respond to emergency situations as they arise; Climb and descend multiple sets of stairs regularly; Lift up to 50 lbs. periodically; Stand and sit for extended periods of time regularly; Bend, stoop, and twist regularly; Manipulate items with fingers frequently; Operate a computer regularly; Visually inspect displays/monitors regularly; Read and interpret manuals and instructions periodically; and, Effectively communicate verbally, and in written format, with guests, employees, and management regularly;
13. A track record of providing high levels of customer service;
14. The willingness to follow the proper chain of command;
15. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;
16. A willingness to maintain personal scheduling flexibility to cover special events, late evening events, and emergencies as the needs of a seven-day operation may require.

PREFERRED QUALIFICATIONS INCLUDE:

1. A bilingual proficiency;
2. Experience monitoring a CCTV system;
3. CPR/AED/First Aid & Blood Borne Pathogens training certificates.

WORKING CONDITIONS:

1. Work environment is primarily office exposure and may include some exposure to various work environments including: shop, commercial retail, commercial food, and outdoors settings;
2. Outside work is conducted in varying weather conditions;
3. Minimal exposure to cleaners, and various other chemicals;
4. Occasional exposure to dust, gases, and fumes.

RESPONSIBILITIES:

SECURITY:

1. Works to ensure the safety and security of guests, contractors, employees, and the collection;
2. Visually monitors indoor and outdoor activities through the use of multiple CCTV surveillance monitors and by conducting regular foot patrols;
3. Monitors building and property access points and safeguards against unauthorized entry;
4. Responds appropriately to suspicious activity;
5. Conducts regular foot patrols and opening and closing of the Museum (approximately 4 to 12 miles per shift)

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6. Communicates and enforces security and safety policies, procedures and rules in a manner that preserves the mission and integrity of the Museum and exemplifies the Museum's commitment to excellence in customer service and employee relations;
7. Provides emergency and incident response, including rendering medical aid (CPR/First Aid);
8. Executes emergency response and/or evacuation procedures when necessary;
9. Responding to incidents and accidents, including conducting interviews, taking initial reports, and forwarding reports to the appropriate parties for follow-up;
10. Contacts police, fire, ambulance, or other emergency personnel for situations requiring emergency intervention above what ACM security can provide;
11. Responds to emergency situations and seeks to de-escalate and resolve security and safety concerns in a solution focused manner, escorts unruly or disruptive persons from the property if safe to do so, and contacts police to intervene in situations that become, or have a high potential of becoming, volatile;
12. Promptly notifies the Security Supervisor or Facilities Manager of all recognized defective materials, questionable conditions, and safety concerns and takes steps to restrict access to the areas of danger;
13. Monitors employee and guest parking lots to ensure safety and parking compliance, including issuing of warnings, contacting police to issue tickets, or contacting the authorized tow company to remove vehicles as appropriate;
14. Assists with parking lot access and traffic control as needed;
15. Assists with crowd management;
16. Escorts people and/or property to desired destination when the safety or security of monies, documents, property, or persons are of concern;
17. Operates and maintains a two-way radio system in order to remain in communication with other security personnel, volunteers, and staff within other departments;
18. Assists with fire prevention and inspection of fire suppression and life safety equipment;
19. Participates in completing the opening procedures to ready the building and grounds for the business day;
20. Participates in the closing procedures to ensure the security of building, grounds, and collection during non-business hours.

GUEST & STAFF SUPPORT:

1. Maintains a visible and accessible presence among museum guests and employees to instill a sense of safety and security, prevent potential problems, and answer questions;
2. Professionally represents the Museum within the role of Security Officer and provides excellent customer service through professional, respectful, and solution focused interactions with guests, vendors, and employees;
3. Renders first-aid and CPR as needed and within the scope of training;
4. Interfaces with Sales and Events, Guest Services, and, Facilities to allow for event set-up and to ensure guests and vendors are properly directed and protected;
5. Answers questions and provides directions for guests;
6. Assists all departments with security needs.

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SUPERVISION:

1. Provides position training to new Collection Monitor volunteers and evaluates training needs;
2. Evaluates volunteer performance and provides feedback as needed to volunteers and the Volunteer Coordinator;
3. Informs the Volunteer Coordinator when a Collection Monitor volunteer fails to show for a scheduled shift.

OTHER:

1. Keeps Security Supervisor informed regarding significant successes, concerns, or issues involving customer relations, security, and safety;
2. Demonstrates initiative, collaboration and a positive professional attitude;
3. Completes written reports, logs, and other security documents, as needed or requested, and provides oral reports to supervisor;
4. Maintains a flexible schedule, able to work weekends and late nights as needed;
5. Utilizes MS-Word and Excel to generate communications and reports;
6. Utilizes MS-Outlook for email communications, and scheduling;
7. Participates in continuing educational opportunities for professional growth and development and to maintain proficiency requirements;
8. Performs other duties as assigned or needed.

Printed Name

Signature

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