Security & Guest Services

Status: Full time, hourly (Non-Exempt)
Pay: $10.00 per hour
Work hours: 8:45am – 5:15pm
Days: Varies, based on schedule, includes weekends and some holidays

The National Cowboy & Western Heritage Museum in Oklahoma City is looking for a qualified candidate that can fill this hybrid position. This position works Tuesday through Saturday and maintains the safety and welfare of all employees, guests and artwork and by interacting with the visitors by answering questions and providing information about the about the Museum and its exhibits.

Essential Duties:

Visitor Services

- Greets visitors and shares information the gallery and exhibits with visitors while safeguard the art against theft, vandalism, or damage by observing visitors in the galleries and taking the appropriate actions as needed.
- Learns about exhibits and specific pieces in the galleries and shares this information with the visitors to the Museum.
- Rotate thought the different galleries and exhibits based on assigned location while engaging the visitors to give them a great experience.

Safety & Security

- Monitors Museum building and grounds to detect potential safety or security concerns using closed circuit television monitors and notifies gallery security via radio of the need for corrective action or if irregularities are seen. Verifies all cameras are operational and are positioned correctly for area monitoring.
- Maintain detailed log by typing entries into computer. Control distribution and maintain property and logs for company vehicle keys, building access badges, radios, safety vests, flashlights and all other items necessary.
- Checking vendors and visitors entering museum through lower-level dock areas by reviewing documents and making sure to log all visitors. Keep dock traffic moving so all have equal and ready access to the facility and make sure only authorized vehicles are at the dock.
- Report all suspicious conditions or persons, providing descriptions of potential violators of Museum policies, report accidents, injuries, and hazardous conditions to the Control Center and/or visitor services desk.
- Inspect art and facility conditions, annotating concerns, and maintenance issues.
- Administer Museum guidelines and emergency procedures, effectively assisting with difficult situations and emergency response, including evacuations and shelter-in-place events.
- Attendance is important to the safety of the museum, staff and visitors depends on this position.
- Contributes to team effort by accomplishing related duties as needed.
Required Qualifications:

- Experience in customer service environment, demonstrating exceptional service skills.
- Must be computer literate; must have the ability to read and understand instructions.
- Must be able to walk the Museum and grounds for 8 hours.
- Ability to hear a radio communication with background noise.
- Ability to sit and watch computer TV monitors for long periods of time and stay focused on keeping the museum, visitors, and staff safe. Visual acuity to see movement on small screen.
- Sharp technical mind and capable of working with all different models of video equipment, computers and radios and finger dexterity to type reports on a computer.
- Ability to learn museum policies and calmly respond to emergency procedures.
- Ability to collaborate with a diverse range of individuals.
- Strong verbal communication skills.
- Ability to interact and communicate professionally, courteously, and effectively with a wide range of Museum members, visitors, volunteers, and staff.