

Gallery Security I

| | | |
|--|--------------------------------------|---|
| Pay: \$12.00 per hour | Status: Full Time / Hourly | Updated: 2.2023 |
| Time: 8:40 am to 5:10 pm Summer hours may be later | Days: Various | Reports to: Asst. Director Security |

POSITION SUMMARY

The Gallery Security is a critical position of the National Cowboy & Western Heritage Museum's protective staff. The position has the primary responsibility of the safety and security of the art, artifacts, building and grounds of the Museum. Gallery Security personnel represent the Museum to its guests both assuring the safety and security of the works of art and by providing points of interest out in the galleries to the guests that walk through.

This position is based around the Museum's regular public hours, including evenings and weekends. The uniformed employee has a significant role at the Museum and represents the Museum and its mission to the general public. The Gallery Security position informs visitors about programs, guidance, safety and activities at the Museum.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Protects works of art from theft, vandalism, and accidental damage from the public.
- Monitors Museum and ground to detect safety issues, potential safety or security concerns notifying Control Center via radio of the issue.
- Interacts with guests to give directions, provides gallery points, and general assistance.
- Assures guests follow Museum regulations.
- Becomes knowledgeable about museums events and exhibitions and answers guests' questions and engages in conversations about them.
- Administers Museum guidelines and emergency procedures, effectively assisting with difficult situations with guests and emergency response, including evacuations and shelter-in place situations.
- Ensure the safety and positive experience of our visitors by remaining alert and watchful; circulate through assigned posts and linger where there are visitors.
- Greets guests by having visual contact within 6 feet of guest and have verbal greeting within 3 feet of guest.
- When assigned to the front door security desk, watches for bags or other items that should not come into the Museum and in a positive way, suggests to the guest to return those items to their vehicle.
- Learns and applies gallery talking points. (New hires must learn them within 1 month of being hired.)
- Cell phone usage is confined to breaks and lunch times, unless there are personal issues that have been discussed with supervisor.
- Follows procedure to assist in opening and/or closing the Museum.
- Inspects the works on view in assigned area of rotation and reports anything that looks broken or out of order to Control Center.
- Stands and/or walks the galleries during the shift. Sitting is ONLY allowed if there are no guests in the entire gallery.
- Assists with other Museum activities as assigned.

Minimum Requirements

Education and Experience:

- High School Diploma
- Some experience in customer service environment, demonstrating exceptional service skills.
- Must be computer literate; must have the ability to read and understand instructions.
- Prior experience in a museum environment a plus.
- Must be able to walk the Museum and grounds for 8 hours.

Qualifications

- Ability to hear radio communication with background noise.
- Ability to stand for long periods of time and stay focused on keeping the museum, guests and staff safe.
- Ability to take control of situations.
- Visual acuity to see movement on small screen.
- Ability to learn museum policies and calmly respond to emergency procedures.
- Ability to collaborate with a diverse range of individuals.
- Ability to proactively interact with visitors and provide guidance on Museum guidelines.
- Ability to fill out forms accurately and completely.
- Strong verbal communication skills
- Ability to work within a patrol area and stand for long periods of times including patrol areas outside and walk on uneven ground.
- Ability to interact and communicate professionally, courteously, and effectively with a wide range of Museum members, guests, volunteers, and staff.

The National Cowboy & Western Heritage Museum is a non-smoking facility and campus.

This position is classified as a “safety sensitive” position by the National Cowboy & Western Heritage Museum in accordance with the Oklahoma Standards for Workplace Drug and Alcohol Testing Act and/or Oklahoma Medical Marijuana laws. If a “safety sensitive” employee tests positive for marijuana, even if such employee has a valid medical marijuana license issued by the State of Oklahoma, the employee will be removed from performing their safety-sensitive functions and appropriate disciplinary actions will be taken, up to and including termination.

MISSION STATEMENT:

The National Cowboy & Western Heritage Museum preserves and interprets the evolving history and cultures of the American West for the education & enrichment of its diverse audiences of both adults and children.

Employee Signature

Date

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.