

Gallery Security I

Pay: \$15.00 per hour	Status: Full Time / Hourly	Updated: 7.2025
Time: 9:30am to 5:30pm with a one hour lunch break	Days: varies	Reports to: Nikki Franklin

POSITION SUMMARY

The Gallery Security I position is a critical position for the National Cowboy & Western Heritage Museum's protective staff. This 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 on 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 public. The Gallery Security position informs visitors about programs, guidance, safety and activities at the Museum.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Protect works of art from theft, vandalism, and accidental damage from the public.
- Monitor Museum and ground to detect safety issues, potential safety or security concerns notifying Control Center via radio of the issue.
- Interact with guests to give directions, provide gallery points, and general assistance.
- Ensure guests follow Museum regulations.
- Become knowledgeable about museums events and exhibitions and answer guests' questions and engage in conversations about them.
- Administer 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.
- Greet guests by having visual contact within 6 feet of guest and have verbal greetings 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 suggest to the guest to return those items to their vehicle.
- Learn and apply 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.
- Follow procedures to assist in opening and/or closing the Museum.
- Inspect the works on view in assigned area of rotation and report anything that looks broken or out of order to Control Center.
- Stand and/or walk the galleries during the shift. Sitting is ONLY allowed if there are no guests in the entire gallery.
- Assist with other Museum activities as assigned.

MINIMUM REQUIREMENTS

Education and Experience:

- High School Diploma.
- 2 years in a customer service environment, demonstrating exceptional service skills.
- Must be computer literate; must have the ability to read and understand instructions.
- Must be able to interact with a guest to provide them with an exceptional experience.
- Prior experience in a museum environment a plus.
- Must be able to walk around 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 time, 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.