



## **EMPLOYEE JOB DESCRIPTION**

**TITLE:** Security Associate (Seasonal)

**DEPT:** Security

**REPORTS TO:** Security Supervisor

**FLSA STATUS:** Part-time, Non-Exempt

### **SUMMARY OF RESPONSIBILITIES:**

Maintain a safe and secure environment for visitors and staff by patrolling and monitoring the buildings and their collections. Inspecting grounds of Heritage Museums and Gardens; ensuring that all HMG systems are functioning properly and safely.

### **POSITION REQUIREMENTS:**

1. The position of seasonal Security Associate is a part time, non-exempt, at will position. Availability from April-October and during Gardens Aglow is expected unless otherwise authorized by the Security Supervisor. You must be able to attend mandatory training sessions, both prior to opening and throughout the season, unless otherwise authorized by the Security Supervisor.
2. Must have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills. A strong sense of ownership and pride in the value of our collections is of utmost importance.
3. Must enjoy working with all members of the public, including children and families, and be comfortable facilitating visitor experiences.
4. Must provide a minimum of two shifts (16 hours) per week. Weekend work.
5. Must work a minimum of 20 hours for special events throughout the season, including evening events, and must provide availability for both nights of the Sandwich Halloween Festival.
6. Must provide a minimum of 10 shifts for Gardens Aglow, including either dates adjacent to Thanksgiving or Christmas. Gardens Aglow runs from Thanksgiving through the end of December from 3:30pm – 8:30pm.
7. Must be able to lift 30 pounds unassisted and be on your feet for extended periods of time, often for most of your scheduled shift.
8. Must be comfortable with and willing to complete all necessary Daily Activity Reports as well as Security Logs and any other forms deemed necessary by the Supervisor of Security.
9. Must be able to perform simple mental math and keep accurate reporting of all security issues.
10. Must be able to exercise sound judgment, abide by and enforce procedures, and be able to take initiative quickly to resolve security or safety issues while remaining calm and clear-headed.
11. Must be willing to work outdoors, including during uncomfortable weather or conditions.
12. Must be at least 18 years of age.

### **SPECIFIC RESPONSIBILITIES:**

- Secures premises, collections, as well as the visiting public and staff by patrolling property; inspecting buildings, equipment, and access points to ensure that Museum visitors and staff have a safe and pleasant experience.
- Monitor and record on a daily timed rotation; exhibits, displays, museum galleries, and grounds to ensure that they are complete, undamaged, in proper working order and free from hazardous conditions. Report any problems or inconsistencies to the Security Supervisor.

- Assist in traffic control and parking duties as assigned.
- Manage crowd control as required.
- Open or secure Museum galleries, buildings, and property entrances at the beginning and end of operating hours.
- Read, thoroughly understand and implement, when necessary, the Heritage Museums and Gardens Emergency Action Plan and evacuation procedures.
- Respond to emergency situations, possibly treat, and contact the proper channels (i.e. 911 emergency, police, etc.) when needed.
- Guide and monitor large groups of people during potentially dangerous situations as needed.
- Maintain detailed daily shift log. Complete detailed reports as required by recording observations, information, occurrences, and surveillance activities; interviewing witnesses and completing Incident Reports as required.
- Inspect, daily, any safety equipment (defibrillator), first aid equipment and supplies, etc. Be able to administer first aid according to HMG policy.
- Observe and report facility issues which may arise on daily shift log.
- Any other duties and/or responsibilities as established during the season.
- **Position requires a high level of discretion of proprietary information and security knowledge that must be treated with the highest level of confidentiality, both at HMG and while out in the community.**

1. Welcome and engage museum visitors and assist them with accessing museum resources. Effectively share accurate information on the museum's mission, history, collections, and exhibits. Understand HMG's unique appeal to various visitor groups.
2. Understand, follow, and enforce HMG policies and procedures, including health and safety guidelines, to ensure the safety of museum staff, visitors, facilities, and collections engaging with HMG staff as necessary.
3. Work with Visitor Experience Team and staff and Retail staff, to collaboratively meet visitor needs and to provide a uniform safe visitor experience.
4. Be informed about and offer visitors information regarding programs, events, daily operations, membership opportunities, and museum policies and procedures.
5. Respond appropriately to visitor questions, comments, and concerns. Communicate visitor feedback using appropriate channels through Security Supervisor.
6. Project a professional image, serving as an ambassador for the museum both at HMG and while out in the public.
7. Open/close buildings and areas as scheduled, following established procedures. Carry out cleaning and organizing duties as outlined for each area throughout the day.
8. Participate in mandatory pre-season and ongoing training to learn new content and procedures and hone customer service skills and interpretive techniques.
9. Attend all recurring monthly staff meetings and Morning Meetings (on days scheduled) to stay current in good museum practices, effectively share information, foster good working relationships, provide feedback and insights, and learn information regarding the museum's daily and weekly events in order to communicate accurately with visitors.
10. Assist with daily operation requirements as needed.
11. Perform all other duties as assigned by the Supervisor of Security, Director of Facilities and Security, Chief Program Officer, or President & CEO.