

TAMPA MUSEUM OF ART SECURITY GUARD LEAD AND WORKER

Departmental Role

The position of the Security Lead and Guard Worker must have two (2) years of verifiable experience as a museum guard, two (2) years of verifiable experience supervising security guards and the State of Florida Class D Unarmed Security Officer license.

Under general supervision, the Museum Security Lead assists in managing the overall security operations of a museum. The essential functions of this job include: under direct supervision, securing the line security operations of a museum; assisting guards in securing museum exhibits and facilities, including serving as museum guard post as needed; in the absence of Security Manager, scheduling guards to meet security needs of the facility and for special events; supervising the general cleaning of exhibits/cases and floor areas; performing walk-throughs of public areas to ensure cleanliness and availability of information materials; observing and inspecting subcontracted guards and their assigned areas to assure compliance with policies and procedures; carrying out transition procedures between shifts; assisting in incident resolution; as directed, providing ongoing employee training; acting as the on-site security manager in the absence of the Security Manager; communicating to appropriate management regarding maintenance and security conditions; resolving complaints and providing back-up support to guards; responding to staff and museum patrons' requests for information.

The nature of the work requires some sustained physical effort involving considerable standing and walking for extended periods of time. Incumbents may be required to work any shift, rotating shifts, weekends, holidays and overtime may be assigned as necessary.

Distinguishing Features

Under direct supervision of the Museum Security Manager supervises subcontracted staff who provide security and perform other duties for the museum as required.

Supervision Exercised

As directed, provides training and scheduling of subcontracted staff and oversight of Museum security needs.

Examples of Important and Essential Duties

1. Assures the safety of museum patrons and to prevent loss or damage to art exhibits and the facility; assists in securing museum exhibits and facilities, including serving a museum guard post as needed;
2. Under direct supervision, performs walk-throughs of public areas to ensure cleanliness and the availability of informational materials (i.e., rack cards, brochures, gallery guides, etc.).
3. Observes and inspects subcontracted guards and their assigned areas to assure compliance with established policies and procedures and the maintenance of professional standards; monitors and evaluates performance; carries out transition procedures between shifts; assists in incident resolution as needed; provides ongoing employee training.
4. In the absence of Security Manager, is the on-site security lead and works in the absence of designated personnel in emergency situations.
5. Communicates to appropriate management regarding maintenance and security conditions in the museum using various computer programs.
6. Resolves complaints and provides back up support to guards during incidents where supervisory intervention is necessary; responds to staff and museum patrons' requests for information in a manner consistent with the museum's standards for customer service maintaining good public relations.
7. Ensures the safety and security of the Museum, their property, staff, volunteers, visitors, and works of art. Consults regularly with other Museum colleagues and industry professionals on specific needs in relation to security operations.
8. With Security Manager, coordinates day-to-day operations in a manner which ensures the safety of the public and the protection of works of art.
9. With Security Manager, works with the exhibitions staff to ensure the security of shipments and receipt of works of art.
10. Conducts or participates in security, fire, safety, and health inspections and surveys/assessments. Advises Museum administration on "best practices" and other issues, and recommends appropriate or corrective action.
11. Under direct supervision, conducts thorough investigation and reporting of all accidents, injuries, fires, property theft or damage, and other incidents at the Museum. Ensures that all records and reports are properly distributed and archived.
12. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: general techniques and practices for public safety, preventing loss or damage to museum exhibits and facilities; general practices relating to the oversight of security operations; legal arrest requirements; first aid; CPR; emergency response plans; access control; surveillance systems; fire systems monitoring; use of fire extinguishers; initial hazardous materials incident response; electronic alarm systems; communication equipment and emergency evacuation plans.

Ability to: Plan, schedule, train, assign, motivate and monitor the activities of subordinate personnel; enforce rules and regulations governing conduct of the public; deal tactfully and appropriately with the general public and staff; effectively convey information and instructions to subordinates, museum personnel and the general public in person or over the radio, including during emergencies; prepare concise and accurate reports; and use various software programs and operate computerized security surveillance and fire detection systems.

Experience, Training and Licensing

Two (2) years of verifiable experience as a museum guard AND

Two (2) years of verifiable experience supervising security guards

State of Florida Class D Unarmed Security Officer License

Disaster Service Workers

All full time Museum guards are designated Disaster Service Workers. Employment with the Museum requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

How to Apply

Please send letters of interest and current resumes to:

Rony Henri, Security Manager
Tampa Museum of Art
Cornelia Corbett Center
120 W Gasparilla Plaza
Tampa, Florida 33602

Or to: rony.henri@tampamuseum.org