



# Job Description

## General Information

<b>Position Title:</b> Museum Security Manager	<b>Department:</b> Ruth and Elmer Wellin Museum of Art	<b>Date:</b> 5/11/16
<b>Reports to:</b> Director and Associate Director	<b>Location:</b> Wellin Museum	<b>FLSA Classification:</b> Exempt (Salaried)

## Position Summary

The Museum Security Manager oversees the safety and security of the building, artworks, staff, and visitors. Recruits, hires, trains and supervises part-time security officer force. Provides oversight and maintenance of all museum security systems, including contract guards, burglar and fire alarms, surveillance systems, access controls, and building maintenance as it relates to security. The position will also liaise and build communication with Campus Safety. The position is responsible for emergency preparedness and disaster recovery procedures and will ensure that all security and life safety systems are up to the highest industry standards. The position will also supervise the maintenance and operation of the physical plant of the Museum and organize, direct, and coordinate the overall building maintenance programs for the Museum and its offsite locations. Plan, direct, and administer the security operations of the museum.

## Responsibilities (Essential Functions) Include % of time spend for each Essential Function

### 40% Security Officer Staffing

Manage all security staff, including recruiting, hiring, mentoring, training, coaching, disciplining, and terminating staff, as necessary. Develop and approve security staff schedules to ensure adequate coverage for the Museum's general operations, programs, and events. Conducts all aspects of personnel management: pre-employment screening, comprehensive preliminary and ongoing training and evaluation, development of training and administration/instruction of subject matter; undertaking daily supervision and annual reviews, coordinating a security staffing schedule for the Wellin. Establishes operating procedures and develops written policies for implementation. Overall operations and objectives must be carried out with minimal supervision. Supplements security officer positions as required to maintain an appropriate level of security for the facility and routinely tours the facility to identify safety and security risks. Must be available during non-business hours and for emergency on-call purposes to meet department needs. Supervise daily performance and conduct performance evaluations. Provide coaching and development opportunities, as appropriate. Manage performance issues and handle terminations as necessary. Coordinates museum operations with staff: Museum special events involving, college employees, and outside vendors regarding orders, delivery, setup, and breakdown of special event items (food, furniture, etc.); provides access special events throughout the academic year. Coordinates and assists with training and schedules special event Security, Lobby and Bartending staff. Arranges for modifications in museums hours due to special events, emergency weather closures, etc.

### 20% Information, Systems, and Tracking

Manages recorded information in the form of a incident report writing system and detailed activity log entries, including Clery Act Information. Strict adherence to accuracy of written documentation, timely notification of information, and proper dissemination of materials. Maintain all required documentation and completed all required reporting. Ensures proper archiving and storage of all information, including highly confidential materials.

Maintains numerous state-of-the-art security systems including intrusion alarm system, security camera system, electronic security patrol system and an independent electronic ID access control system. Work with Environmental Protection Safety and Sustainability department to ensure compliance with OSHA regulations. Train all staff in appropriate and safe use of supplies, materials, and equipment as necessary. Responsible for monitoring and maintaining the museum security systems, troubleshooting system problems with outside contractors, Physical Plant and the Building Manager, and initiating necessary upgrades. Acts as the primary liaison between the Museum and its outside security providers and contractors. Consult with curatorial, registration and other operations staff to ensure security needs for artworks moving in and out of the building. Control and track usage of security equipment and devices. Recommend the enhancement or purchase of security equipment.



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## **20% Emergency Preparedness**

Develops and updates the Museum's written security and disaster policies and protocols, and is responsible for their implementation. Oversees all security details of museum facility maintenance and improvements, attends planning meetings regarding improvements and proposed renovations, project management/oversees projects and supervises work to ensure accurate completion, improvements in coordination with Facilities and outside contractors. Ensures escorted access to the affected work areas due to the high security requirements of both museums.

Ensure timely and effective coordination of security measures with representatives of other governmental agencies including the Police and Fire Departments. Coordinate museum wide disaster recovery planning and response. Serve as the Museum's representative on the HERT team. Monitor all security systems in museum facilities. Ensure that systems comply with all relevant regulations and requirements (city, state, federal and others).

## **15 % Administrative**

Identifies opportunities for improvement in Museum Security, guest services, and facility-related policies and procedures; develops and proposes solutions and oversees their implementation. Researches, develops and instructs Museum Security materials according to standards in the industry. Networks with international contacts in Law Enforcement and Museum security to gain a broad spectrum of resources and professional contacts. Responsible for managing confidential and sensitive information regarding a broad range of security-related information topics, including detailed incident reports and investigation documentation, and acts as a communication liaison to the Hamilton College Department of Campus Safety and local fire and police departments. Develop and administer policies and procedures relative to the safety and security of the facility, collections, and visitors. Work with Museum Office Coordinator to track security-related expenditures and monitor in a fiscally responsible manner. Research, establish and maintain the Museum's Security Policies and Procedures in accordance with the highest industry standards, AAM requirements and recommendations, ICOM and IFCPP suggestions.

## **5 % Leadership and Cooperation/Collaboration**

Conducts liaison work with outside departments, agencies, companies and contractors. Ensure proper communication within the college regarding museum/ museum security related matters; ensuring a strong and favorable reputation for the College's cultural properties. Maintaining a high industry reputation through the 5 colleges and museum industry through interaction and outreach, professional assistance with peer institution's security programs, and instruction of public safety subject matter and certification courses. Conducts other functions and duties as needed by the Museum and the College.



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## Education and Previous Experience Requirements

### Minimum Qualifications:

- Associate's Degree (Criminal Justice, Administration, and/ or Emergency Management) and/or an accredited Law Enforcement or Professional Security Officer Certification, combined with experience or a combination of experience and education that demonstrates possession of the necessary knowledge and abilities for this position is required. Bachelor's Degree (Criminal Justice, Administration, and/ or Emergency Management) preferred.
- Minimum 7 years security-related experience, preferably in a museum environment
- 5 years of experience in a supervisory capacity managing numerous direct reports including full-time, part-time and/or student workers preferred
- Experience working with security and access control systems and applications, alarm systems,
- security surveillance systems, and life safety procedures
- Familiarity with security technologies (Card access, surveillance cameras, intrusion alarms, fire alarms & environmental monitoring)
- Preferred:
  - Certified New York State Security Instructor
  - Certified Institutional Protection Instructor (IFCPP)
  - Certified Institutional Security Supervisor (IFCPP)
  - Certified Institutional Security Manager (IFCPP)
  - Certified Institutional Protection Specialist (IFCPP)
  - First Aid & CPR Instructor

## Knowledge, Skills, and Abilities

### **Job-related qualifications representing the knowledge, skills, and attributes an individual needs to possess in order to perform the job in a satisfactory manner.**

The selected candidate will possess a high work ethic and a proven ability to collaborate with teams to implement a strategic vision. Strong communication, problem solving, time management and customer service skills.

Working knowledge of MS Office, Outlook, Google applications, Incident Documentation Software and database administration. Ability to work independently and as a member of a team