

Job Title: Security Officer Substitute
FLSA Status: Part Time - Non-Exempt/All Shifts \$12.40/hrly
Hours: Week/days, evenings, weekends, some holidays

SUMMARY: This is responsible work providing information and safety services to all the employees and guests of the Grand Rapids Public Museum. The Security Officer provides primary protection of buildings, parking ramp, collections, workspaces and grounds. This position reports directly to the Security Manager.

RESPONSIBILITIES AND DUTIES include the following. Other duties may be assigned.

- Enforce security policies and procedures, and protect Museum staff and visitors.
- Serve as first response for safety and security of visitors, staff, and physical properties in the area.
- Monitor and respond to alarms.
- Handles complaints or refers to proper person.
- Respond to emergency situations and medical emergencies.
- Remain on Museum property during entire shift.
- Serve as first responder in emergency situations and provide first aid to those in need.
- Visually monitor computerized perimeter, fire, smoke, HVAC and CCTV systems for warning bells, buzzers, and blinking lights.
- Notify police, fire, and medical personnel as needed.
- Conduct watch tours by executing key box systems located throughout the building. During this tour, inspects exterior and interior doors, exhibitions areas, work areas, and lighted sensors and detectors.
- Report to supervisor about any problems or irregularities and take corrective measures.
- Check for malfunctions in security related mechanical and electronic equipment, reports malfunctions to the supervisor.
- Investigate complaints regarding thefts, potential safety and fire hazards, injuries to staff and visitors, and other security issues that arise.
- Ensure that staff and visitors are in compliance with Museum and City of Grand Rapids security and safety regulations.
- Write, calculate, and submit clear and concise security logs, journals, and other related reports as needed.
- Answer questions, and give direction and aid to visitors and others.
- Monitor the entrance/exit of staff, volunteers, vendors, contractors, and others into and out of the building and parking ramp.
- Maintain training in CPR, AED, and Basic First Aid.
- Issue badges, keys, and accepts and signs for deliveries.

WORKSKILLS: Knowledge of relevant federal, state, and local laws and effective security and safety inspection practices, methods, and techniques. Ability to learn assigned tasks, adhere to prescribed routines and to develop skill in the use of mechanical and electronic equipment associated with the Museum's security, safety, and HVAC systems. Ability to read blueprints and schematic drawings as related to the security and HVAC systems. Need strong interpersonal skills, and friendly personality.



EXPERIENCE: Two years experience in security services or public related field or a combination of both.

QUALIFICATIONS: Ability to work tactfully and effectively and follow both oral and written instructions. Familiarity with computers. Ability to communicate on a two-way radio. A Michigan driver's license is required. Need good judgment, be self-motivated, and have initiative.

EDUCATION: High School Diploma. Certification in CPR, AED, and Basic First Aid is preferred.

PHYSICAL DEMANDS: Ability to walk up and down stairs. Ability to lift 50 pounds.

ENVIROMENT: Professional, business setting