

Job Title: SECURITY OFFICER
FLSA Status: Non-Exempt, part-time 7 a.m. to 3 p.m.; paid at \$12.50/hr
Hours: Week/days, evenings, weekends, some holidays required

SUMMARY: The Grand Rapids Public Museum (GRPM) is a place of never-ending learning and discovery, with programs and exhibits focusing on history, science and culture. The employee culture of the GRPM is one of teamwork, excitement and learning. As an integral part of the West Michigan community, the Museum is open daily to visitors, and also hosts after-hours public events and programs, as well as private events and weddings. The entire GRPM team works to create positive visitor experiences through engaging exhibits and programs, and a safe, clean, welcoming space.

Our security team is responsible for providing a safe and courteous environment for our guests. Our team takes delight in ensuring that the spirit of curiosity shines through for all our guests who come to enjoy our exhibits and events, enabling guest satisfaction and financial success.

RESPONSIBILITIES:

In this role, you will serve as first response for safety and security of visitors and staff while adhering to all Museum policies and procedures. You will foster a spirit of performance excellence with a focus on providing great experiences for Museum guests.

- Monitor and respond to alarms.
- Respond to emergency situations and medical emergencies.
- Remain on Museum property during entire shift.
- 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.
- 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.
- 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.

QUALIFICATIONS

- 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.

SKILLS & EXPERIENCE

- 2 years' experience in security services or public related field or a combination of both.
- Ability to work tactfully and effectively and follow both oral and written instructions.



- Familiarity with computers.
- Need strong interpersonal skills, and friendly personality.
- 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 and lift up to 50 pounds.

Work Environment: Professional, creative setting with friendly public interaction.