



HONOLULU MUSEUM OF ART JOB DESCRIPTION

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| Job Title: | Security Officer |
| Department: | Security |
| Supervisor: | Director, Security |
| Employment Status: | Full-Time |
| FLSA Status: | Non-Exempt |
| Work Hours: | Various: 7:45am – 4:45pm, 11am – 4:45pm or 11am – 2pm, occasional swing and graveyard shifts, weekends, and holidays. |
| Issue/Reissue Date | 02/10/2021 |

Job Summary:

The Security Officer is responsible for the day-to-day security and protection of the museum facilities, exhibits, staff, and visitors. The position requires walking and standing for long periods of time while patrolling the museum's public areas, surveying the entrance area, and providing security escorts when needed.

Minimum Qualifications:

- High school diploma or general education degree (GED); one or more years related experience and/or training; or equivalent combination of education and experience.
- Ability to work, weekends, holidays, and evenings as necessary is required.

Desired Qualifications:

- GDE State Guard License or working toward GDE Certification.
- Understanding of Honolulu Museum of Art's Mission and Vision or willing to learn and be part of it.
- Excellent interpersonal skills, including verbal and written communication, customer service, and public relations. Ability to interact with museum visitors in a courteous and helpful manner.
- Ability to work as part of a team and under supervision.
- Ability to understand and follow operational policies and procedures.
- Ability to react calmly and effectively to emergency situation.
- Ability to interact with very diverse groups of people and situations. Ability to interact well with law enforcement, Fire and EMS personnel.
- Ability to or capacity to be trained in use of two-way radios, CCTV and other security equipment.

Essential Duties:

- Familiar with, understands, and enforces museum rules guidelines.
- Observes people, conditions, artwork at museum entrances, galleries, museum hallways, open spaces, stairwells, and all other areas both internal and external pertaining to the Honolulu Museum of Art, Art School and Spalding House.
- Detects, responds to and reports unsafe conditions, vandalism, criminal/suspicious activities, fire/medical emergencies, and natural/man-made disasters to security administration.
- Responds courteously and promptly to requests for assistance from visitors and staff. Communicates with Security team and supervisor if they have to temporarily leave their area to assist someone. Ensures that there is no lapse of coverage.
- Provides crowd control during special events. Warn violators of rule infractions.
- Reacts calmly and effectively to emergency situations.
- Remains alert and watchful at all times while on duty.
- Record data by completing detailed and accurate reports for incidents such as property damage, unusual occurrences, and accidents or injuries.

- Helps keep the Museum presentable to visitors by performing light housekeeping duties such as sweeping, mopping, wiping, dusting and other cleaning as needed.
- Additional duties as assigned.

Traits and Characteristics:

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Exhibiting a polished presence, diplomacy, discretion and a deep respect and understanding of the museum and its brand.

Working Conditions and Atmosphere:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to visitors and employees. While performing the duties of this job, the employee is regularly required to stand and walk. The employee is frequently required to talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Vision is an integral part of this position. Must be able to observe what is taking place on his/her post. This position works with minimum supervision. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, reproductive health decisions, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.