

JOB DESCRIPTION

HIGH DESERT MUSEUM

POSITION

JOB TITLE:	Visitor Safety and Security Specialist	REPORTS TO:	Visitor Experience Manager
DEPARTMENT:	Visitor Services	SUPERVISES:	N/A
CLASSIFICATION:	Hourly, full-time, nonexempt	SALARY RANGE:	\$20.00 an hour

JOB SUMMARY

The Visitor Safety and Security Specialist is responsible with assisting and maintaining public safety, keeping a secure environment, and helping Museum visitors in various highly dynamic environments. Workdays for this position are Thursday through Sunday.

ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

85%	Customer Service and Safety <ul style="list-style-type: none">• Provides customer service to our visitors by carrying out safety and security procedures, site-specific policies and, when appropriate, emergency response activities.• Routinely walks all buildings and grounds of Museum property, to promote visitor safety and security.• Responds to emergencies on Museum property such as medical emergencies, lost persons, alarms, etc., and provides care and direction within the scope of training, and coordinate with emergency responders.• Ensures guest behavioral guidelines are being observed. Engages in an informative manner about how the behavior impacts Museum wildlife, experience, etc.• Reports potential building fire and safety code violations to the Safety Committee as appropriate for follow-up and reinforcement of training and compliance standards.• Documents in a written report any security-related incidents or medical responses occurring at or related to the High Desert Museum property.• Maintains ongoing knowledge of the Museum's exhibits and programs, as well as common information about the High Desert. Collaborates with other departments on trainings, etc to learn how to field questions from visitors in a way that aligns with the Museum's mission.
10%	Proactive Problem Solving <ul style="list-style-type: none">• Assists Admissions, Store and/or Café when needed• Assists with Museum appearance as needed, such as washing fingerprinted windows on busy days• Stocks and orders visitation material as needed• Supports volunteers as needed
5%	Additional Duties <ul style="list-style-type: none">• Contributes to and support the Museum's DEAI initiatives• Contributes to and support the Museum's AZA accreditation• Assist with museum events – Free Days, High Desert Rendezvous fundraising gala, etc.

QUALIFICATIONS

EDUCATION/ CERTIFICATIONS

- High school diploma or equivalent combination of education, training, and experience.
- Must be willing to obtain and maintain a minimum of CPR and Basic First Aid certifications as training by the Museum is provided.

	<ul style="list-style-type: none"> • Must possess or be able to obtain within the first three months of employment a valid Oregon driver’s license to operate High Desert Museum vehicles.
PREFERRED EXPERIENCE	<ul style="list-style-type: none"> • Experience in crowd management situations. • Experience or skilled in de-escalating stressful interactions. • Ability to maintain confidentiality in all aspects of the security function and reporting duties. • Ability to remain calm in high-pressure situations. • Experienced or skilled in Museum interpretation or educational engagement a plus.
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Strong customer service skills. • Ability to comply with all Museum policies, procedures, and safety regulations. • Embrace, support and help implement the Museum’s continued learning and commitment to justice, diversity, equity, accessibility and inclusion. • Proficient in Microsoft Office Suite or similar software.
PHYSICAL ELEMENTS	<ul style="list-style-type: none"> • Ability to work flexible hours and days, including weekends. • Ability to log miles on your feet on the Museum grounds year-round, including in the varied weather of summer and winter
EQUIPMENT USE	<ul style="list-style-type: none"> • Computer and phone use • Radio use

ACKNOWLEDGMENT

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Name _____

Signature _____

Date _____

An Equal Opportunity Employer

We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.