



Job Description

POSITION

JOB TITLE:	Seasonal Museum Porter and Public Safety Specialist	DIRECT SUPPORTS:	Chief of Facilities & Visitor Experience Manager
DEPARTMENT:	Facilities	DIRECTLY SUPPORTS:	N/A
CLASSIFICATION:	On-call, seasonal hourly, part-time, nonexempt	SALARY RANGE:	\$20.60/per hour

JOB SUMMARY

The Museum Porter and Public Safety Monitor is a seasonal position from Memorial Day weekend through Labor Day weekend responsible for maintaining cleanliness and assisting and maintaining public safety, keeping a secure environment, and helping Museum visitors in various highly dynamic environments of The High Desert Museum. Must have pride in the museum, have a passion for making the museum look great and facilitates a safe environment for all our guests. Workdays for this position are Saturday through Wednesday, 10am to 3pm.

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

- 60% **Custodial Maintenance**
- *Cleans and maintains all visitor areas, exhibit areas, snack area, restrooms and offices as assigned*
 - *Pick up all litter and trash throughout the facility and grounds*
 - *Monitors and fills all paper dispensers in restrooms and maintenance areas*
 - *Adheres to and follows all procedures and assignments of the Chief of Facilities*
 - *Handles all chemical cleaning products in a safe responsible manner*
 - *Sets up, arranges, or removes decorations, tables, chairs to prepare facilities for events*
 - *Uses broom and blowers to clean pathways, and shovels to remove snow from sidewalks*
 - *Safely moves heavy objects manually, using hand truck or a pallet jack*
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- *Maintains ongoing knowledge of the Museum's exhibits and programs, as well as common information related to the High Desert area*
 - *Answers visitor questions and assists with giving directions to exhibits and talks*
 - *Comply with all Museum policies, procedures and safety regulations*
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25%

Customer Service and Safety

- *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.*
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10%

Proactive Problem Solving

- *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*
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5%

Additional Duties

- *Contribute to and support the Museum's Accreditations*
 - *Assist with museum-wide events, such as Free Days, fundraising gala, etc.*
 - *Other duties as assigned*
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QUALIFICATIONS

**EDUCATION/
CERTIFICATIONS**

- **High school diploma or equivalent combination of education, training and experience**
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EXPERIENCE

- **Some custodial background**
 - **Must possess, or be able to obtain within the first 3 months of employment, a valid Oregon driver's license in order to operate High Desert Museum vehicles (Only adults can operate Museum vehicles)**
 - **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.**
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- Ability to remain calm in high-pressure situations.
 - Experienced or skilled in Museum interpretation or educational engagement a plus.
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SKILLS/
ABILITIES

- Good verbal and written communication skills
 - Ability to be self-motivated and maintains a positive and pleasant attitude.
 - Ability to work alone.
 - Ability to follow schedules and work flexible hours and days.
 - Strong customer service skills.
 - Ability to comply with all Museum policies, procedures, and safety regulations.
 - Ability to handle chemical cleaning agents safely.
 - Proficient with Microsoft Office Suite or related software.
 - Ability to embrace, support, and help implement the Museum's continued learning and commitment to diversity, equity, accessibility, and inclusion.
 - Ability to execute other duties as assigned as needed to help abide by the Museum's values, drive our vision, and fulfill our mission.
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PHYSICAL
ELEMENTS

- Able to fulfill the physical requirements of the position
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EQUIPMENT
USE

- Frequent use of cleaning equipment.
 - Radio use.
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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
