

the Columbia Museum of ART

Title: Weekend Protective Services Supervisor

Reports to: Facility Operations and Systems Manager

Purpose: To maintain a safe and secure environment for visitors, employees, and the art; to assist facility management; to provide support in the execution of internal and external programs and events for the Columbia Museum of Art (CMA).

Responsibilities: This position is under the direct guidance of the Facility Operations and Systems Manager. Responsible for supervising part-time safety officers, assigned and/or identified event and program needs, tending to emergency facilities issues, and assigning janitorial duties as needed. This position involves collaborating with the senior protective services supervisors about scheduling, training, and providing event-based feedback. In addition to providing & facilitating an excellent guest experience contributing to the museum's commitment to be welcoming, community-centered, vibrant, playful, and inspiring.

Primary Responsibilities include but are not limited to:

Protective Services Supervisor (60%)

Handles all Protective Services Supervisor duties for the building on assigned shifts.

- Supervise Safety Officers
- Perform to standard the opening and closing of the facility
- Assist with proper management of security console operations
- Prevent loss and damage by reporting irregularities and taking corrective action
- Adequately understand and implement fire and life safety procedures
- Supervise the security needs of special events
- Implement and supervise the fire and life safety of special events
- Prepare incident reports stemming from violations of the CMA code of conduct
- Strictly adhere to all tenets of the Facility Security Guidelines and the Emergency and Disaster Plan
- Maintain museum's professional standards of conduct at all times and in all communications with clients, museum guests, board members, donors, and other museum staff

Facility Technician (20%)

Provide support to events and programs to include, but not limited to, setup, breakdown, AV/IT work, housekeeping, and vendor management

- Understand and assist with AV/IT operations for events and programs as needed
- Prepares and operates HVAC for adjustments
- Supervise cleaning operations prior to and after events and programs
- Support and interact event and program managers with vendor management as needed
- Provide excellent customer service, assisting with staff and guests' needs as they arise and as directed
- Think creatively and problem-solve in the moment to support facility, event, or program manager

Boyd Plaza Assistance (20%)

Provide support to maintain a visitor friendly plaza to include, but not limited to, handling trash, furniture placement, fountains, and lighting.

- Service Boyd Plaza operations for events, programs, and daily operations
- Assist with electricity and lighting for events
- Manage the upkeep of trash, table and chair placement/clean up
- Manage the safety and code of conduct on the plaza

Secondary Responsibilities include:

- General awareness of exhibit information
- Assist Front Desk needs
- Strictly adhere to the start and completion of all shift schedules
- Strictly adhere to supplied uniform and personal appearance decorum

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- Promote and encourage all aspects of customer service standards
- Advocate for the museum at all times, including in the community at large

Job Type: This is a part-time, non-exempt position. Primarily focused on weekends with occasional evening and night work involved, dependent on event needs. Must be able to lift up to 50lbs.

Minimum Qualifications:

- High School graduation or GED
- Experience with supervision of at least 3 workers of diverse ages and backgrounds
- Experience in general security management
- Calmness in crisis problem solving
- Experience in de-escalation situations
- Self-directed, motivated, and able to convey clear direction in a team atmosphere
- Knowledge of closed-circuit camera operations and fire safety systems
- Position requires weekends, with overnights and holidays as needed

Preferred Qualifications:

- 1+ years security work or background.
- College graduate or some college work completed
- Basic computer skills.
- Basic two-way radio usage skills.
- Basic knowledge of electrical troubleshooting and repair.
- Basic knowledge of plumbing troubleshooting and repair.
- Basic knowledge of carpentry skills.
- Critical thinking, effective oral and written communication skills

Knowledge and Experience: Experience in facility operations, service industry or events helpful. Experience working in a team environment, excellent customer service and communication skills required.

Skills, and Abilities:

- Ability to periodically lift 50 pounds individually and 100 pounds in a two-person team
- Ability to use Office 365 to include MS Word, Outlook, Excel, PowerPoint, and Teams
- Adopt and exemplify the CMA core values
- Ability to develop scenario plans, train staff, and seek information on an as-needed basis
- Ability to stand out as a positive role model for subordinates, peers, and guests of the CMA
- Should have passion for the job and the museum and is creative, innovative, agile, and flexible
- Be a positive, confident employee and an advocate for the museum.
- Be a highly motivated team player who is enthusiastic and proactive, and who thrives in a very fast-paced environment
- Possess a strong sense of urgency, priority, and follow-through
- Work independently, anticipate needs, and manage multiple tasks and assignments simultaneously.
- Be able to work collegially with staff across departments to achieve common objectives.
- Discretion and sound judgment are required. Maintain the highest professional and ethical standards.

Pay Rate: \$16.00/hour

Contact:

The Columbia Museum of Art is an Equal Opportunity Employer, committed to diversity, accessibility, equity, and inclusion. Confidential inquiries, applications, and recommendations are welcome. Please email current resume and cover letter to Mr. William Rowan at wrowan@columbiamuseum.org with "Weekend Protective Services Supervisor" in the subject line.