

Title: Senior Protective Services Evening Supervisor

Reports To: Facility Operations and System Manager

Purpose: To maintain a welcoming, safe, and secure environment for guests, visitors, employees, and works of art; to provide support for the execution of internal and external programs and events for the Columbia Museum of Art (CMA) while promoting highly valuable customer service standards with strict adherence to the safety and security of people, the art, and the facility.

Responsibilities: This position is under the direct guidance of the Facility Operations and Systems Manager. This position performs a critical role in the operations of afternoon, evening, and after-hours activity within the CMA, be it routine or ad-hoc. While primarily focused on security and safety, this position must be performed and conducted in a manner that promotes the core values of the CMA: be welcoming, be community-centered, be vibrant, be playful, and be inspiring.

Primary Responsibilities:

- Properly open and close the facility without deficiency
- Maintain effective communication with all safety staff and Facility Manager
- Assist the Senior Protective Services Day Supervisor along with the Facility Operations and Systems Manager in the review of potential safety position applicants
- Assist the Senior Protective Services Day Supervisor in scheduling, managing and, documenting Safety Leads and Safety Officers
- Operate the security console, monitor security sensors and cameras, control access card inventory, monitor fire control systems, and perform routine safety and security protocols while on shift
- Coordinate training requirements of gallery security and decorum for all Safety Officers during evening events
- Manage afternoon and evening event loading dock operations
- Coordinate evening event requirements with lead departments
- Supervise and monitor security and life safety procedures before, during, and after all evening events
- Monitor evening HVAC conditions and changing climate set points as required
- Adhere to all tenets of the Facility Security Guidelines and the Emergency and Disaster Plan
- Promote a healthy climate within the CMA that welcomes people of all backgrounds, ethnicities, race, religion, creed, sexual orientation, age, and job profession

Secondary Responsibilities:

- Confer with the Facility Operations and Systems Manager and the Senior Protective Services Day Supervisor for departmental approval of staff hires and terminations
- Coordinate museum event security requirements with Main Street District and local and state law enforcement agencies
- Deliver routine mail letters and small packages to post office on a nightly basis
- Assist with special event tear-down operations
- Follow emergency procedures and make decisions in accordance with approved CMA documentation
- Work weekend and late-night shifts as required for CMA special events
- Other ad-hoc duties as the situation requires

Minimum Qualification:

- High School diploma or GED
- 3+ years with security operations
- 2+ years with leadership experience
- Experience in conflict resolution
- Experience with customer service
- Basic knowledge of Microsoft Office products to include but not limited to Outlook, Word, Excel, and PowerPoint
- Excellent verbal and written communication skills
- Ability to read drawings, diagrams, and complex written communications
- Self-motivated, takes initiative in the absence of orders, works well with others

Preferred Qualifications:

- College graduate
- 5+ years with security operations
- 3+ years with leadership experience
- 2 years' experience in conflict resolution
- 2 years' experience with customer service
- Intermediate knowledge of Microsoft Office products to include but not limited to Outlook, Word, Excel, and PowerPoint
- Military, law enforcement, or first responder background
- Basic electric, plumbing, and/or carpentry background
- Project Management experience

Optimal soft skills required:

- Critical thinking
- Calmness in crisis problem solving
- Empathy
- Adaptability
- Passion for the arts
- Self-direction and the ability to work in a team atmosphere

Skills and Abilities:

- Ability to periodically lift 50 pounds individually and 100 pounds in a two-person team
- 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
- Be passionate for the job and the museum; be creative, innovative, agile, and flexible
- Be a positive, confident employee and an advocate for the museum.

Job Type: This is a full-time, exempt position. Primarily nights and weekends.

the Columbia Museum of ART

Salary Range: Commensurate with experience that demonstrates proven successes and results: \$39,038-\$58,557, plus benefits.

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 cover letter and resume to Will Rowan at wrowan@columbiamuseum.org with **“Protective Services Evening Supervisor”** in the subject line.