



AMERICA'S CAR MUSEUM®

SECURITY LEAD (INTERNAL ACTIVITY) POSITION DESCRIPTION

EFFECTIVE DATE: 09/05/2023

DEPARTMENT: Security

FLSA CLASS: Hourly

DRIVING CLASS: Required

FTE STATUS: 1.0 (Full-time)

REPORTS TO: Facilities Manager

SUPERVISES: Up to 2 FTEs and Collection Monitor Volunteers

GENERAL SUMMARY:

The Security Lead establishes and maintains best practices in security oversight to ensure safety and security of all people and property throughout America's Car Museum (ACM) facilities. Duties include: Assisting in hiring and training security personnel; Scheduling, training and oversight of Collection Monitor Volunteers; Assisting Facilities Manager in strategic planning for security development; Controlling all security documentation and ensuring all policies related to security and safety are followed; Assisting, advising, and guiding all departments regarding security regulations and procedures; Coordinating outside contacts with law enforcement, emergency services, and contract security personnel; Creating rotation schedules ensuring museum and grounds are being monitored during all hours of operation including events and all of their activities; Conducting regular foot patrols; Monitoring CCTV and alarm systems; Communicating and enforcing Museum regulations and procedures; Answering questions and providing directions for guests; Ensuring Security staff respond to all emergencies and incidents; Investigating reports of suspicious activity; Overseeing crowd control; Monitoring doors and building access; Administering first aid and CPR; Completing incident reports and logging; and, Contacting police, fire, or ambulance for situations requiring high-level intervention.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

PRIMARY OBJECTIVES:

1. Ensure best practices outlined by Management are being deployed in the safest possible manner providing a safe environment for guests, staff, vendors, and volunteers.
2. Enforce all security and related safety policies, procedures, protocols, and train staff within the Museum to encourage optimum safety of people and objects.

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3. Maintain a positive, well-trained, solution focused security team that works collaboratively with other departments within the Museum for optimal communication and cooperation.
4. Serve as the front-line responder for security and emergency situations within the Museum to ensure calm, cooperative response in times of crisis.
5. Safeguard the assets of the Museum including the grounds, facilities, and the collection to preserve for future generations.

MAJOR RESPONSIBILITIES:

1. Lead daily security operations throughout the Museum, with a focus on all internal activities.
2. Oversee other security employees, including planning, scheduling, organizing, and directing work, training personnel, and recommending applicants for employment or for discipline, termination, or retention.
3. Provide staffing needs through scheduling to ensure Exterior Security Lead is appropriately staff for external events.
4. Operate and maintain proficiency in the use of assigned equipment.
5. Initiate predetermined action and render first aid in emergencies such as accident, fire, and illness.
6. Assist Facilities Manager in creating and developing security policies, procedures training manuals, and supporting documents relating to internal activities.
7. Prepare daily and periodic reports to Facilities Manager regarding activities.
8. Communicate with service users about security needs and problems.
9. Assist and guide all departments in security matters.
10. Answer questions and provide directions for guests, responding to emergencies, and investigating reports of suspicious activity.
11. Monitor the master calendar and attend the weekly event meetings ensuring the security team is ready for all upcoming events, with a focus on all internal activities.
12. Work closely with Sales & Events, Dome Parking, and Signature Event teams to foster a collaborative relationship supporting the success of all Events.
13. Inspect the building and its grounds, ensuring all areas are safe and ready for daily operations, and report all needed Safety concerns to Facilities Manager.
14. Ensure the interior safety of the building meets ACM standards and is an active participant on the safety committee; provide and track monthly safety training to staff; and CPR & First Aid certification training.
15. Ensure the building and grounds are open and ready for daily operations.
16. Ensure the building and grounds are secured at the end of the day and the building is armed.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age, able to pass an in-depth criminal background check, and possess: A valid Driver License; An AA degree in criminal Justice or related field, and 2-years' experience in security, the military, or law enforcement. Additional relevant experience may substitute year-for-year for the educational requirement. The incumbent must possess at least 1 year of experience that includes managing multiple reports with oversight of staff selection/hiring, scheduling, training, and performance management. The supervisory experience may be in any field provided the 2-year requisite is satisfied. The incumbent must be proficient in the use of MS. Word, Excel, and Outlook. Experience operating and maintaining a CCTV system is preferred.

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Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references.
2. Solid critical thinking skills, including the skill to utilize logic and reasoning to identify problems and solutions and to make sound professional decisions.
3. Discernment and good judgment needed to differentiate between confidential, sensitive, and general information and the ability to maintain confidentiality accordingly.
4. A solid proficiency in the English language with professional abilities in oral and interpersonal communications.
5. An ability to effectively multi-task and coordinate between different projects and/or departments and agencies while remaining organized and solution focused.
6. The skills and ability to foster effective working relationships with volunteers, employees, departments, collateral contacts, and external agencies.
7. An understanding and ability to provide service excellence through positive guest interactions, service delivery, staff interactions, and consistency in all security functions.
8. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types.
9. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes.
10. The ability and commitment to remain sensitive and responsive to the diverse needs and cultural differences within the organization's employment, guest, and client population.
11. The ability to lift up to 50 lbs. as needed, stand and sit for extended periods of time, bend stoop, and twist regularly, manipulate items with fingers frequently, operate a computer regularly, visually inspect displays/monitors, read and interpret manuals and instructions, and effectively communicate verbally, and in written format, with guests, employees, and management regularly.
12. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes.
13. A track record of providing high levels of customer service.
14. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team-oriented approach and attitude.
15. A willingness to maintain personal scheduling flexibility to cover special events, late evening events, and emergencies as the needs of a seven-day operation may require.

WORKING CONDITIONS:

1. The work environment is primarily office exposure and may include some exposure to various work environments including shop, commercial retail, commercial food, and outdoors settings.
2. May assist in outside work that is conducted in varying weather conditions including all types of inclement weather.
3. Minimal exposure to cleaners, and various other chemicals.
4. Occasional exposure to dust, gases, and fumes.

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RESPONSIBILITIES:

ADMINISTRATION:

1. All administration duties will be completed at security wrap.
2. Work closely with the External Security Lead to ensure one Lead is on-site at all times.
3. All Lead security hours are expected to be on the floor or outside of the museum providing support to the security team (there will be no back-office hours, all reports should be completed at wrap).
4. Document, log, and report information on incidents.
5. Update and maintain manual and automated filing systems and controls access to confidential information.
6. Maintain records, prepare reports, and compose correspondence relative to the work.
7. Prepare shift schedules to ensure continuous security coverage.
8. Review reports from subordinates for completeness and activity needing follow-up.
9. Attend weekly meetings with Facility Manager and Provides written and oral reports during this meeting.
10. Assist Facility Manager in Creation of policies and procedures.
11. Oversight of safety and disaster plans covering fire prevention and security environment for both employees and visitors.
12. Provide all new security employee training, follows up with said employees to ensure they are prepared for all Accidents and Incidents that may occur.
13. Assist Facility manager by providing pertinent information needed for annual employee evaluations.
14. Assist in the development of departmental budgets.

SUPERVISION:

1. Assist in interviews of security officer applicants to select the best qualified candidates.
2. Provide job training to new security personnel and evaluate staff training needs.
3. Evaluate and document employees' performance and provide feedback.
4. Provide position training to new Collection Monitor volunteers and evaluate training needs.
5. Evaluate volunteer performance and provide feedback as needed to volunteers and the Volunteer Coordinator.
6. Inform the Volunteer Coordinator when a Collection Monitor volunteer fails to show up for a scheduled shift.

SECURITY:

1. Patrol buildings and grounds, respond to and report unusual incidents or occurrences to minimize or deter the development of hazardous or dangerous situations.
2. Conduct regular foot patrols and opening and closing of the Museum (approximately 4 to 12 miles per shift).
3. Enforce security and safety policies, procedures and rules in a manner that preserves the mission and integrity of the Museum and exemplifies the Museum's commitment to excellence in customer service and employee relations.

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4. Assess security needs and control employee and visitor access to buildings and property and ensure only authorized entry.
5. Evaluate special security requirements of high-risk areas and provide technical advice.
6. Develop and maintain a list of appropriate police jurisdiction and relevant emergency response contacts.
7. Respond to calls in response to an emergency or to prevent theft, property destruction, or vandalism.
8. Escort unruly or disruptive persons from the property or assist with stopping the disruption.
9. Patrol parking lot and issue warnings, contact police, or contracts with tow company to remove vehicles.
10. Assist in the research and development of agency-wide security and safety programs and systems which include system programming and emergency response.
11. Monitor and operate multiple CCTV monitors and cameras to conduct video surveillance and record activities at varied locations from a central station.
12. Notify the Facilities Manager of all recognized defective materials, questionable conditions, and safety concerns and takes steps to restrict access to the areas of danger.
13. Oversee crowd management and assist with parking lot access, on-site traffic control, and enforcement.
14. Operate and maintain a two-way communications system to remain in constant radio contact with other security personnel.

GUEST & STAFF SUPPORT

1. Maintain a visible and accessible presence among museum guests and employees to instill a sense of safety and security, prevent potential problems, and answer questions.
2. Professionally represent the Museum within the role of Security Lead and provide excellent customer service though professional, respectful, and solution focused interactions with guests, vendors, and employees.
3. Interface with Sales and Events, Guest Services, and Facilities to assist in event set-up and tear down of all events and ensures guests and vendors are properly directed and protected.
4. Perform first aid or CPR in a medical emergency and contacts medical providers for assistance.
5. Contribute to the customer service mission by assisting customers and staff as needed and requested.

OTHER:

1. Maintain a flexible schedule, able to work weekends and late nights as needed.
2. Drive personal vehicle for business purposes when needed.
3. Utilize MS-Word and Excel to generate communications and reports.
4. Utilize MS-Outlook for email communications, and scheduling.
5. Participate in continuing educational opportunities for professional growth and development.
6. Participate in on-call responsibilities in emergency situations.
7. Attend meetings as needed or requested.
8. Perform other duties as assigned or needed.

Signature

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