



## Toledo Museum of Art Job Description

**Job Title:** Gallery Guard  
**Department:** Protective Services  
**Reports to:** Protective Services Supervisor  
**FLSA Status:** Nonexempt  
**Employment Status:** Part Time

*Since our founding in 1901, the Toledo Museum of Art (TMA) has earned a global reputation for the quality of our collection, our innovative and extensive education programs, and our architecturally significant campus. More than 30,000 works of art represent American and European painting, the history of art in glass, ancient Greek, Roman, and Egyptian works, Asian and African art, medieval art, sculpture, decorative arts, graphic arts, and modern and contemporary art.*

*To accommodate the ever-growing collection and demand for art education, the Museum campus has grown exponentially since its founding. From its humble first exhibition space in two rented rooms, the Museum has grown to cover approximately 36 acres with six buildings.*

*Thanks to the benevolence of its founders, as well as the continued support of its members, the Toledo Museum of Art remains a privately-endowed, non-profit institution and opens its collection to the public—free of charge—six days a week, 309 days a year. We are closed on Mondays and major holidays*

### SUMMARY

The Gallery Guard protects visitors, staff, the collection, and the physical facility by patrolling their assigned posts and remaining alert at all times to potential issues and problems. As a highly visible member of the Museum staff, the Gallery Guards provides excellent customer service by treating visitors with respect, consideration and tact while providing general information and guidance.

### KEY ACCOUNTABILITIES

- Patrols assigned areas in a conscientious manner during public hours.
- Keeps the works of art safe and secure by preventing accidental or intentional defacing.
- Prevents unauthorized persons from handling, touching or otherwise tampering with the works of art.
- Reports observed, potential safety violations, critical incidents or unusual activity completing written reports as required.
- Performs opening and closing procedures to include unlocking and locking interior and exterior doors.
- Assists visitors by opening doors as they enter and exit the Museum and as required by emergency situations.
- Records daily inventory counts and monitors temperature and humidity in gallery spaces.
- Enhances the visitor experience by being polite, friendly and providing information in a responsive way.
- Handles security situations in a tactful manner while making every effort to ensure that the customer feels welcome.



- Responds to emergency situations in an efficient and effective manner by moving quickly as the situation requires.
- Performs light housekeeping duties required by assigned post.
- Administers basic first aid and CPR as needed in the event of an emergency.
- Uses computer-based technology such as email, electronic calendar, timekeeping and payroll systems and security video management system.

#### **RELATIONSHIPS**

Reports to Protective Services Supervisor. Works closely with other members of the Protective Services team, special events and catering, programming staff, and others as appropriate. Interacts with customers in a friendly, positive and helpful manner.

#### **SPECIALIZED KNOWLEDGE, COMPETENCIES, AND ABILITIES**

- High school diploma or equivalent
- Experience working with the public
- Excellent interpersonal skills with the ability to be diplomatically proactive
- Ability to remain alert and focused, both during busy periods and when alone in the galleries
- Previous experience using a computer-based technology
- Willingness to remain current on Museum programming with the ability to respond to visitor inquiries
- Obtains and maintains Basic Life Support (BLS) certification. Certification must be obtained within six months of hire date
- Must pass drug screen and criminal records check with no recent felony or serious misdemeanor convictions in security-related areas

#### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

Position requires extensive physical mobility and must be able to patrol multi-gallery posts and stand during entire shift. Must be able to bend, stoop and possess the tactile ability to unlock and lock doors. Sound level in galleries varies from very quiet to noisy, depending on activity level. Must be able to communicate verbally both person-to person and by radio and visually observe all activity on assigned posts. Ability to work within a range of temperature within an indoor environment, outdoor activity occasionally required. May occasionally lift up to 25 pounds.

*The Toledo Museum of Art provides equal opportunity for employment and promotion to all qualified employees and applicants. No person shall be discriminated against in employment on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.*