



Job Title: Director of Protective Services
Department: Operations
Reports To: Assistant Director
FLSA Status: Exempt
Revision Date: May 19, 2017

SUMMARY

The Director of Protective Services is responsible for leading the Toledo Museum of Art's enterprise wide security program, including security policy, security strategy, security operations, and security risk management. The Director of Protective Services must have the flexibility and aptitude to design a security program that addresses the unique challenges associated with a nonprofit, museum setting.

The Director of Protective Services oversees and coordinates security initiatives by working with a large full and part time guard staff, contract security staff, local, regional and national law enforcement agencies, and with functional leaders and the executive team across the Museum. The incumbent will provide vision and the leadership necessary to proactively manage risk to the organization, governance and compliance, and operational efficiencies while ensuring that broader strategic objectives are met.

The position has direct oversight of the Protective Services Supervisors, up to 80 full and part time staff, approximately 10 contract security officers and the security command center.

KEY ACCOUNTABILITIES

- Ensure adequate protection of the collection, staff and facility through programming that integrates security, fire protection, disaster and strategic planning.
- Proactive, ongoing security operations assessment focusing on continuous process improvements and the development of a plan to systematically strengthen the organization to meet current and future security priorities.
- Actively engage in and maintain an awareness of emerging security, trends, and challenges which will shape the future of the museum. Communicate opportunities, then create and maintain a security infrastructure for the Museum and that supports the Museum's strategic goals.
- Ensure appropriate Security staffing levels are maintained through the recruitment, engagement and retention of a diverse team of dedicated security professionals.
- Ongoing vendor and contract management, including management of contract and outsourced guards.
- Develop and implement staff training programs to assure efficient use of technology and resources at all levels across the Museum.
- Build a culture of positive visitor engagement by leveraging the principles of visual literacy and serving as an ambassador for the Museum brand.



- Build and oversight of multiyear budget, forecasting for security initiatives including capital expense, systems and other needs. Further demonstrating fiscal responsibility by operating within allocated budget.
- Project management of large, inter-disciplinary projects.
- Work with local, regional and federal law enforcement and other public safety officials by acting as the Museum's liaison with those groups.
- Maintains and provides oversight of key and access control systems, fire and security protection systems.

SPECIALIZED KNOWLEDGE, COMPETENCIES AND ABILITIES

- Bachelor's degree or equivalent training and experience.
- 10+ years of security experience with progressive management and leadership responsibilities.
- Experience in the successful evolution of a security program, with the demonstrated understanding of the complex and diverse threats that an internationally renowned organization may be exposed.
- Ability to establish strategic direction, create a culture of security awareness and garner the support and budget needed for security initiatives.
- Technical experience in the implementation and management of security and fire protection systems.
- Desire to work in an ever changing, fast paced environment where you are expected to challenge paradigms, think expansively and leverage diverse resources.
- Ability to use appropriate methods and a flexible interpersonal style to help build a cohesive team; facilitating the completion of team goals by developing direction, structure, and commitment.
- Must have demonstrated ability to managing teams to deliver positive visitor engagement results while maintaining security levels.

WORK ENVIRONMENT

Some of the below work environment requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation: Use of PC and related software applications; use of patrol vehicles, carts, bicycles; ability to stay alert and focused; able to walk and stand for extended periods; able to work flexible schedule including days, nights, holidays, during inclement weather; able to work extended hours; ability to report for duty anytime an emergency arises. Additionally, the person in this position frequently attends events hosted by the Museum, with the potential for non-standard works hours, weekends and occasional overnight travel.

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 based on 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.