



Toledo Museum of Art Job Description

Job Title: Security Control Room Operator, Protective Services

Department: Protective Services

Reports To: Supervisor, Protective Services

FLSA Status: Non-Exempt

Employment Status: Full Time and Part Time Positions Available

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

Working under the direction of the Supervisor of Protective Services and as an integral member of the Protective Services team, this position works to ensure the safety and security of the Museum collection, staff and visitors. The role includes workplace safety, fire safety systems, video management systems, access controls and the prevention of situations that could jeopardize the safety and operation of the Museum. Additionally, the security control room operator is responsible for monitoring and dispatching security personnel to stations and various situations throughout the campus.

KEY ACCOUNTABILITIES

The Security Control Room Operator performs the following essential duties. Other duties may be assigned as needs arise.

- Monitor visual observations of all campus spaces, ensuring the integrity of all points of entrance and exit.
- Monitor access control system and respond to abnormalities accordingly.
- Monitor and respond to all life safety alarms, i.e., fire systems, etc...
- Function as a dispatcher for all radio and telephone traffic as required.
- Maintain appropriate logs and files.
- Create and file security reports.
- Remain current on all policies and procedures.



- Conduct numerous walking patrols of the building as assigned.

RELATIONSHIPS

- Reports as a member of the Protective Services team, to the Supervisor of Protective Services and the Director of Protective Services.
- Works closely across all Museum departments and the general public.

SPECIALIZED KNOWLEDGE, COMPETENCIES AND ABILITIES

- High school diploma or equivalent.
- Excellent verbal and written skills.
- Minimum 1 year of experience in security, safety or a closely related field.
- Experience with security video management systems and use of specialized databases and programs used to manage physical security.
- *Customer Focused*- excellent interpersonal skills with the ability to handle sensitive situations with diplomacy and promote positive relations with visitors and staff.
- *Decision Making*-Ability to gather information and make effective decisions , involves others in the decision making process when needed

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Position requires ability to move quickly through buildings and across campus in response to protective services concerns; must be able to continuously use radio to send and receive transmissions. Requires vision adequate to make accurate visual assessment of potential security problems; occasionally lifts and moves up to 25 lbs; use of computer and related software applications; Use of patrol vehicles, carts, bicycles; Ability to stay alert and focused for long durations; able to walk and stand for long periods; Able to work day, night, holidays, during inclement weather; Ability to work extended hours.

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.