



## Career Service Authority

Page 1 of 5

# Assistant Director of Museum Security and Safety

### GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of security personnel on shift assignment at the Denver Art Museum.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Museum Security Officer, which patrols, monitors, and inspects museum galleries for any irregular or unauthorized activities or unsafe conditions. This class is distinguished from the Security Manager, which directs and administers the security functions of an organization and supervises two or more Security Supervisors. The Assistant Director of Museum Security & Safety is also distinguished from the Museum Dock Officer, which controls access to and exit from the museum and use of the loading dock through maintaining a secured area.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

#### ***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more sub professional employees who are not supervising.

**ESSENTIAL DUTIES**

Supervises personnel involved in maintaining security and safety at the Denver Art Museum.

Checks entire building each shift and secures points of entry, exit, and all interior areas.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on-going feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Resolves problems encountered by employees during the course of the assignment.

Performs background checks on applicants, completes required personnel paperwork on assigned shift, and provides documentation for security and safety occurrences on shift.

Enforces patron and staff compliance with general safety and security rules and regulations, and performs CPR or renders first aid as necessary.

Reviews work upon completion for adherence to guidelines and standards.

Observes all common safety practices.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledge, & Skills:***

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

**Problem Solving** – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Leadership** – Inspires, motivates, guides others toward goals, coaches, mentors, challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Decisiveness** – Makes sound and well informed decisions, perceives the impact and implications of decisions, and commits to action, even in uncertain situations, in order to accomplish organizational goals, causes change.

**Flexibility** – Is open to change and new information adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, effectively deals with pressure and ambiguity.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others, adjusts approaches to suit different people and situations.

**Self Direction** – Demonstrates belief in own abilities and ideas, is self motivated and results oriented, recognizes own strengths and weaknesses, seeks feedback from others and opportunities for self learning and development.

**Human Resources Management** – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

**Influencing/Negotiating** – Persuades others, develops networks and coalitions, gains cooperation from others to obtain information and accomplishes goals, negotiates to find mutually acceptable solutions, build consensus through give and take.

**Team Building** – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

**Creative Thinking** – Develops new insights into situations and applies innovative solutions to make organizational improvements, designs and implements new or cutting edge programs/processes.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise, maintains credibility with others on technical matters.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Vision** – Envisions a long term view and initiates organizational change for the future, builds the vision with others, spots opportunities to move the organization toward the vision.

**Planning & Evaluating** – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, anticipates potential threats or opportunities.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce, manages workforce diversity.

Knowledge of CPR and first aid techniques sufficient to be able to perform lifesaving measures and render first aid when needed.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe working environment.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object more than 50 pounds.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

***Working Environment:***

Exposed to unpleasant elements (accidents, injuries and illness).

Subject to varying and unpredictable situations.

Handles emergency or crisis situations.

Performs emergency care.

Subject to many interruptions.

Subject to long irregular hours.

Pressure due to multiple calls and inquiries.

Exposed to dangers of assaults/hazards from investigating alarms.

***Education Requirement:***

Graduation from High School or possession of a GED Certificate supplemented by course work in Security or Business Management, Law Enforcement, Criminal Justice, or a related area.

***Experience Requirement:***

Three years of experience as a security officer which included performing supervisory responsibilities and working with alarm systems.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for experience working with computerized alarm systems.

***Licensure and/or Certification:***

Possession of an Armed Business Guard License issued by the City/County of Denver at time of appointment.

Possession of current certification in First Aid and CPR by the American Red Cross required at the time of application.

All required licenses and certifications must be kept current as a condition of continued employment in this class.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Janell Flaig

***REVISED DATE:*** 03/01/2009

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY*** 09/1995 – Class was originally created.  
03/2009 – Class specification was placed into new format.