



Career Service Authority
Museum Dock Officer

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GENERAL STATEMENT OF CLASS DUTIES

Controls access to and exit from the museum and use of the loading dock through maintaining a secured area.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Museum Security Officer, which patrols, monitors, and inspects museum galleries for any irregular or unauthorized activities or unsafe conditions. This class is also distinguished from Assistant Director of Museum Security and Safety, which supervises security personnel on shift assignment at the Denver Art Museum.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, perform lead work over contract or temporary employees.

ESSENTIAL DUTIES

Controls access to and exit from the museum and use of the loading dock through maintaining a secured area.

Controls access and use of dock entrance/exit, freight elevator, and fire doors.

Maintains shipping documents and logs for all incoming/outgoing museum property, including logs and loaned or visiting exhibits.

Notifies appropriate museum staff in registration/collections for all art deliveries.

Searches all items, personnel, contractors, special events workers, and visitors entering or leaving through the dock area. Searches all trash.

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

Maintains dock area, dumpster area, and cleaning materials for museum.

Observes all common safety practices.

Assists in the coordination and checking of work completed by other employees for various short term projects as needed.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work, demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others, relates well to different people from varied backgrounds and different situations

Customer Service – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Flexibility – Adapts quickly to changes.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables, applies what is learned from written material to specific situations.

Self Esteem – Believes in own self worth, maintains a positive view of self, and displays a professional image.

Memory – Recalls information that has been presented previously.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on the job experience.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

Writing – Uses correct English grammar, punctuation, and spelling, communicate thoughts, ideas, information, and messages in writing.

Knowledge of security practices and procedures sufficient to be able to ensure the security of a designated area.

Skill in maintaining and organizing departmental files and records.

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.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

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

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

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.

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:

Temperature Changes: variations in temperature from hot to cold.
Hazards: conditions where there is danger to life, body, and /or health.
Atmospheric Conditions: conditions that affect the skin or respiratory system.
Subject to varying and unpredictable situations.
Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

One year of experience working as a security officer responsible for access control and verifying documents.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

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

Possession of a 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: Janelle Flaig

REVISED DATE: 03/01/2009

REVISED BY: Hameed Pousti

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