



Career Service Authority  
Museum Security Officer

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**GENERAL STATEMENT OF CLASS DUTIES**

Patrols, monitors, and inspects museum galleries for any irregular or unauthorized activities or unsafe conditions.

**DISTINGUISHING CHARACTERISTICS**

This class is distinguished from Museum Dock Officer, which controls access to and exit from the museum and use of the loading dock through maintaining a secured area. This class is distinguished from Assistant Director of Museum Security and Safety, which supervises security personnel on shift assignment at the Denver Art Museum. The Museum Security Officer is also distinguished from Security Officer, which patrols monitors, and inspects all areas for any irregular or unauthorized activities or unsafe conditions.

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

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

***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:***

None.

## ESSENTIAL DUTIES

Patrols, monitors, and inspects museum galleries for any irregular or unauthorized activities or unsafe conditions.

Secures galleries and operation of lights and video equipment at opening and closing, checks building areas assigned each shift, and secures points of entry, exit, and interior areas.

Monitors video and physical alarm systems, fire protection and HVAC systems, and radio traffic within the museum.

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

Patrols museum during regular museum hours and for special events, and provides tour, caterer, and/or contractor escort as needed.

Monitors alarms through radio transmissions and responds to alarms in assigned gallery as notified.

Reports fires, acts of vandalism, theft, illegal entry, any other unauthorized for irregular activity to security supervisor.

Assists patrons by providing facility, exit, and lost and found information.

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:***

**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.  
Exposed to infections and contagious diseases.  
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.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

One year of experience in law enforcement, security, process serving or related work.

***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:*** Janell Flaig

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

**REVISED BY:** Hameed Pousti

**CLASS HISTORY** 09/1995 – This class was originally created.  
03/2009 – The class specification was updated and placed in to new format.