

JOB DESCRIPTION

Position Title: Security Guard

Position Reports to (Title): Visitor Services Manager

Effective Date: 1/28/2019

Department: Visitor Services

Exempt/Non-Exempt: Non-exempt, Part time

1. Position Summary

The Security Guard will report to the Visitor Services Manager and assume a supporting role in the organization. A key member of the Visitor Services team, this position is responsible for the security of Powell Gardens' staff, guests, buildings and grounds during special events and after normal business hours or while on duty. A background check is required for this job classification.

The primary day to day functions of this position include securing entire property by sweeping the garden and securing buildings at close or after evening events. Ensure the safety of guests and staff by exercising good judgement regarding situations of an unusual nature and making determinations on need for additional assistance, if necessary. Complete a daily security log, report unusual activity, document maintenance issues and lock up procedures.

2. Essential Functions

Building Security

1. Examine doors, windows, and gates to determine they are secure and have not been tampered with
2. Lock doors, both interior and exterior, main gate and back gate at close.
3. Respond to building security violations as reported by staff.
4. Coordinate security for after-hours rentals including unlocking and locking doors of required buildings before, during, and after special events.
5. Have a thorough knowledge of all areas to be patrolled.

Protection of Persons

- 1 Provide security on garden property for the protection of staff and visitors due to violation of Powell Gardens policies, rules & regulations or illegal acts.
2. Escort staff, as situation warrants and provide transportation, if needed.

Monitor parking

1. Identify illegal trespassers. If needed, confront unauthorized or suspicious persons for questioning, rerouting them, or contact Johnson County Sheriff for assistance.
2. Provide security to arriving and departing staff and visitors.
3. Assist in directing traffic for special events, as needed.
4. Ensure all guests have left the property before completing lock up procedures

Reporting

1. Ability to interpret written orders and prepare written reports including those of a sensitive, unusual and/or personal nature.
2. Maintain confidentiality of all information
3. Document maintenance request(s) for dangerous or malfunctioning situations.

4. Report any unusual conditions such as fire, theft, pilferage, malicious mischief, or possible safety hazards.

Visitor Experience

1. Maintain cordial interactions with all staff, volunteers and visitors
2. Objectively manage all situations
3. Calmly manage emergency situations
4. Perform special assignments upon direction of management staff.
5. Comply with organizational policies and procedures, including code of conduct and attendance policy.
6. Project the proper caring attitude toward the guest and staff.

3. Sphere of Responsibility

- Security of structures
- Safety of persons
- Reporting procedures

4. Internal and External Contacts

Internal: All Powell Gardens employees, volunteers

External: Visitors, Board of Directors, Donors, Vendors, Contractors

5. Consequence of Error

The Security guard must carry out the duties of this position with professionalism. At times, the Guard may be the only Powell Gardens staff person on property; good judgement and leadership must be demonstrated. Be consistent and dependable regarding how you manage essential functions, policy and procedures. Failure to meet these criteria may cause difficult issues and result in theft, damage to property, harm to staff and to visitors.

6. Experience/Education

Education	High School diploma or equivalent
Experience	1+ years of security or law enforcement is a plus
Knowledge	Ability to understand the facilities and grounds at the Gardens
Communications	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional in their dealings with guest and staff Transparent and factual Able to retain and relay details of events as they occur for reporting purposes Clear English language diction and voice
Core Competencies	Action- Oriented and Nimble Learning Readily takes action on challenges, without unnecessary planning; identifies and seizes new opportunities; displays a can-do attitude in good and bad times; steps up to handle tough issues; learns quickly when facing new situations; experiments to find new solutions; takes on the challenge of unfamiliar tasks; extracts lessons learned from failures and mistakes Interpersonal Savvy Relates comfortably with people across levels, functions, culture, and geography; acts with diplomacy and tact; builds rapport in an open, friendly, and accepting way; builds constructive relationships with people both similar and different to self; picks up on interpersonal and group dynamics Managing Change & Improvement

	<p>Measures effectiveness in initiating changes; adapts to necessary changes from old methods when they are no longer practical; identifies new methods and generates improvement in the organization's performance</p> <p>Manages Conflict Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively</p> <p>Plans and Aligns Contributes to key results through execution of job duties; makes sound and timely decisions related to job duties; consults others when appropriate; suggests ways to do the job better</p> <p>Situational Adaptability and Decision Quality Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances: Makes sound decisions, even in the absence of complete information; relies on a mixture of analysis, wisdom, experience, and judgment when making decisions; considers all relevant factors and uses appropriate decision-making criteria and principles; recognizes when a quick 80% solution will suffice</p>
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7. Work Environment/Physical Requirements

Must pass a background check; be available to work as required at events or programs; work an irregular schedule to include days, nights, weekends, and holidays; have a valid driver's license.

Able move throughout a multi-facility site and move rapidly as situations of life and death may dictate.

Operate vehicle in emergency situations with special emphasis on stable deportment. Needs excellent vision, natural or corrected, with normal unimpaired hearing. Must be able to work in all weather conditions; patrolling on foot & by vehicle; have safe driving skills.

Disclaimer Statement:

Every effort has been made to make your job description as complete as possible. However, this position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.

Accepted
By: _____

Date: _____