

Job Title: Gallery Security, Contemporary Arts Center

Reports To: Gallery Security Supervisor

Position Status: Part-Time, non-exempt

Location: Cincinnati, OH

Compensation: starting at \$14 per hour

OVERVIEW OF POSITION: Gallery Security helps shape the visitor's experience through engagement in various areas of the building. Working under the guidance of the Security Supervisor and Specialists, Gallery Security staff monitor the museum gallery floors and other areas as assigned. Gallery Security is responsible for the security of the exhibition and artwork, ensuring that visitors' needs are attended to, and that emergencies are handled efficiently and professionally. Gallery Security will also learn about the CAC's architecture and exhibitions and be a source of information and engagement for visitors. At times, they will assist in event setup and participation in an event. This position provides exceptional communication and customer service skills, enjoys interacting with diverse visitors, and has excellent observation skills.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Maintains a professional & polished appearance in uniform when scheduled and prepared to work where assigned.
- Attends training regarding exhibitions to be able to answer general exhibition/architectural questions.
- Attends customer service training and implements the institution's customer service guidelines.
- Maintains security of the art exhibitions and visitors via floor presence.
- Aware of, and able to implement, security standards in accordance with CAC policies.
- Performs light housekeeping to maintain the professional appearance of all public areas.
- Reports any exhibition problems as soon as possible to Gallery Security Supervisor/Specialist regarding functioning, disruption, or irregularities of pieces within current exhibitions.
- Engages with visitors regarding wayfinding, emergencies and security-related issues, programming, and general building and exhibition information.
- Awareness of daily museum activities, meetings, tours, events, etc.
- Maintains accurate/current information on events taking place within the facility.
- Participates and follows directions during exhibition openings and specially scheduled events.
- Ensures that guests comply with food and beverage guidelines as related to the Gallery floors.
- Other duties as assigned.

ALL OF THESE DUTIES ARE TO BE DONE WITH OVERALL CAC BUSINESS IN MIND. THE PERSON IN THIS POSITION WILL BE CONSCIOUS OF OTHER CAC PROGRAMS, EXHIBITION NEEDS, AND CAC POLICY AND PROCEDURES.

SKILLS AND QUALIFICATIONS

- High School diploma or equivalent; aged 18+ and over.
- Knowledge of security, de-escalation, first aid, and life safety systems, policies, and procedures preferred.
- Must have good organization and communication skills.
- Should be able to handle emergencies with composure and a balanced perspective.
- Should be personable, independent, and motivated to work with the public.
- Must be computer literate, possess excellent interpersonal skills, be self-motivated, and hold yourself to high personal standards.
- All positions filled require a background check.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Must be able to remain in a stationary position at least 75% of the time.
- Operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

- Able to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Able to observe details at close range (within a few feet of the observer) as well as recognize potential security risks on the entire gallery floor.
- Occasionally exposed to wet and/or humid conditions (non-weather).
- Occasionally work around fumes, airborne particles, or toxic chemicals.

PAY, BENEFITS, LONG-TERM GROWTH OPPORTUNITIES: This part-time position takes place on-site at the CAC, working less than 30 hours per week. The hourly pay rate starts at \$14 per hour. Benefits for part-time employees include paid sick and personal days, holiday pay, access to professional development opportunities, employee assistance program, CAC membership, and CAC Museum Shop and Café employee discount.

TO APPLY: Applications, a resume & cover letter in PDF format, should be sent to Human Resources via email at jtrollinger@cincycac.org by December 31, 2024.

After applications are reviewed, selected applicants will be contacted for interviews. References may be requested and contacted only during the final interview stage and the identities of applicants will be held in the strictest of confidence.

RECRUITMENT & HIRING

The CAC is an Equal Opportunity Employer (EOE) where all applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, Veteran, or disability status.