



## **DIRECTOR OF SECURITY**

**OVERVIEW:** Oversee all security services for the Seattle Art Museum to include managing staff and security related projects.

**FLSA STATUS:** Exempt **REPORTS TO:** Chief Operating Officer

**Seattle Art Museum is committed to diversity and inclusion. Qualified individuals who bring diverse perspectives to the workplace are especially encouraged to apply.**

### **ESSENTIAL FUNCTIONS:**

1. Oversee strategic and operational planning as it relates to the administration of museum security service. Ensure departmental structure, organization, and systems can sustain security operations.
2. Provide leadership for the museum's Security Department to ensure it is strategically and efficiently structured and staffed to best serve our diverse visitor needs, safety, to meet operational financial guidelines and protect the art.
3. Create a team culture that continuously re-enforces high quality customer service, without bias or filters. Be a role model for exceptional customer service for employees and volunteers. Participate on the Customer Service Committee.
4. Provide an environment and practice where guards are able to modulate their approach to SAM's diverse audience, maintaining authority while being sensitive to all visitors, including first-time museum goers, non-native English speakers, and visitors of various ages and races.
5. Contribute to the Museum's equity initiative and act to ensure SAM maintains an inclusive work environment and museum for all.
6. Review and maintain comprehensive strategic plan for all aspects of security for the multi-site campus, including the Emergency Response manual.
7. Oversee operational planning and implementation, including all aspects of managing the security staff, from hiring and training, to scheduling, and policy and procedures compliance audits.
8. Ensure optimal scheduling of security staff for all three sites for 24/7 security coverage, as well as proactively coordinating activities with other departments as necessary.
9. Facilitate public access to museum facilities, while ensuring appropriate level of safety and security for visitors, staff, and physical assets.
10. Be present as the top Security officer at SAM's high profile and/or large scale events and programs, including Remix, Party in the Park, SAM galas, and other events and programs.
11. In conjunction with Security Managers and CFO, develop a comprehensive risk management program, in alignment with the museum's insurance.
12. Oversee management of integrated security system, including all hardware and software applications and development of and adherence to appropriate protocols. Ensure all equipment is up to date and in working order.
13. Assure emergency response protocols and relevant documentation are current, all staff is appropriately trained, and required communications systems are in place. Conduct emergency drills regularly.



14. Prepares, maintains, and assures adherence to budgets and schedule for all security department projects.
15. Serve as a management representative on the Safety Committee.
16. Ensure compliance with all requisite regulations concerning employee and public health and safety.
17. Coordinate with local, state, and federal agencies governing the facilities operation of the facilities.
18. Develop service and operations standards with a focus on consistent, superior customer service performance and financial accountability in all aspects of operations.
19. Works in collaboration with HR Director in all disciplinary actions, personnel evaluations and employee operational standards.
20. Be a customer service role model for other staff, volunteers and visitors.

#### **QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. BA/BS or the equivalent combination of education and experience. IFCPP Security certification preferred.
2. 10+ years relevant leadership experience required. Experience as a member of a security team in an arts or cultural environment with significant public access and substantial physical assets desired.
3. Demonstrated proficiency and accuracy using MS Office products, including Word, Excel, Access, Outlook, and other software programs.
4. In-depth knowledge of security systems and protocols.
5. Demonstrated experience with diverse work environments and commitment to racial equity is required.
6. Ability to motivate, retain, and recruit staff to provide a continuously learning team environment to support the overall museum mission and high quality customer service..
7. Emergency planning and training experience. Ability to exercise sound judgment and common sense in handling emergencies. Ability to define and evaluate issues or emergencies and provide input for problem resolution.
8. Understanding of basic WISHA/OSHA requirements and basic First Aid procedures.
9. Excellent interpersonal, written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person, and over the phone; must possess the skills to translate standards, operational concepts, and results to staff.
10. Ability to build positive working relationships within as well as outside of organization.
11. Possess leadership skills in listening, communicating, documenting, and writing in a professional manner.
12. Capacity to work in a fast-paced, multitasking environment and the ability to be receptive to changing priorities, work well under pressure; excellent time management, problem solving, and analytical skills.



13. Ability to adhere to Museum policies and to support management decisions in a positive, professional manner.

The Seattle Art Museum will consider reasonable accommodations for those applicants with disabilities who may need a reasonable accommodation to perform the essential functions/duties. Please contact the Human Resources Department for additional information.

**TO APPLY:** Please visit <http://visitsam.org/careers> for specific instructions on how to submit SAM employment application, cover letter and resume.

**Deadline:** Open Until Filled