**Job Title**  
Visitor Services & Protection Representative  

**Employment Status**  
Non-Exempt  

**Employment Category**  
Regular Full-Time  
Regular Part-Time  
On-Call  

**Department**  
Visitor Services & Protection  

**Statement of the Job**  
Safeguards the Museum’s property, staff and visitors and serves as a goodwill ambassador to the Museum’s customers.  

**Reporting Responsibility**  
Protection Services Manager  

**Major Duties**  
1. Works various rotations as follows: Galleries, Admissions Desks, and Control Room (as directed by the daily duty schedule).  
2. Provides assistance to visitors and staff and maintains a courteous, friendly and helpful demeanor at all times.  
3. Tactfully enforces Museum policies regarding access control, property control, safety and behavior.  
4. Patrols continuously unless assigned to a stationary post.  
5. Executes emergency procedures in a crisis, to include assisting in the evacuation of the Museum.  
6. Operates security equipment such as locks, radios, closed circuit television systems and flashlights.  
7. Performs routine tasks such as signing for deliveries, raising and lowering the US and State flags, placing and removing barriers, locking and unlocking doors, and directing parking lot traffic.  
8. Wears a clean and presentable uniform and maintains a professional bearing through proper posture, grooming and hygiene.  
9. Ensure all visitors to the Museum have a positive experience. Be knowledgeable about Museum activities, services and layout and be willing to assist any visitor.  

**Minimum Qualifications**  
1. High school diploma or equivalent.
2. Excellent customer service skills.
3. Able to endure long periods of standing and walking.
4. Able to carry a 20-pound weight up and down 8 flights of stairs within two minutes.
5. Physically able to walk for prolonged periods and carry 40 lbs.