

Position: Staff Member, Protection Services Dept.

Employment Status: Part Time, Hourly, Non-Exempt, \$12 per hour

Job Summary:

The Houston Museum of Natural Science is currently seeking dependable applicants with visitor service skills and a strong sense of integrity.

The HMNS Protection Services Team is critical to the safety and security of the museum's visitors, staff and property, including the priceless objects on display.

Protection Services Staff Members patrol the museum's grounds, parking facility, galleries, museum store, other public spaces and areas not open to the public.

In interactions with museum visitors, Protection Services Staff Members provide directions, answer questions and correct conduct in a courteous, professional manner. This position serves as initial responder for incidents and escalates and reports as appropriate.

This is a part-time position with limit of 28 hours per week. Some weekend shifts and evenings may be required.

Essential Duties and Responsibilities:

- Responsible for museum opening and closing duties, which include conducting daily inventory of artifacts within the exhibits
- Monitor visitors, including a high volume of school tours, to ensure proper distance is maintained from objects
- Facilitate smooth traffic flow throughout galleries
- Patrol galleries to protect artifacts from theft, vandalism and inadvertent damage
- Interact with visitors to give directions, information and general assistance
- Enforce museum and Protection Services department policies and procedures
- Complete written reports of accidents and incidents
- Operate and maintain mechanical and electronic security devices
- Provide for the personal safety of staff and visitors
- Provide security for assigned museum properties and facilities
- Operate golf cart to monitor parking garage and museum grounds
- Respond quickly to emergency situations
- Report security and safety hazards to appropriate authorities
- Participate in training sessions for safety, first aid, CPR, fire and disaster procedures, and security equipment
- Serve as a member of the museum emergency response team
- Assist in emergencies involving visitors or staff
- Observe contractors working on museum property to ensure all are operating within museum safety and security guidelines
- Other duties as assigned
- Comply with the museum's health and safety protocols

Skills and Experience:

- High level of integrity
- Tactful, polite and courteous in dealing with visitors, staff, vendors, consultants and others
- Strong verbal skills, particularly for communicating on two-way radio and speaking with visitors
- Strong writing skills for completing reports
- Excellent record of attendance and promptness
- Excellent observation skills in order to detect and report unusual behavior or circumstance
- Alert and able to respond quickly in an emergency
- Previous experience in security is helpful, but not required
- Previous customer service experience is highly desired

Qualifications:

- At least 18 years of age
- High school diploma or GED
- Have reliable transportation for regular and after-hour shifts
- Valid driver's license in order to operate museum vehicles

Working Conditions and Physical Demands:

- Work weekend, after-hour, overnight, special-event and holiday shifts as needed
- Able to in be in both stationary and circulating positions throughout a shift for long periods of time
- Work indoor and outdoor shifts, including parking garage
- Work overtime hours as required
- Work varied shifts as assigned with regularly assigned days off
- Moderate physical activity required
- Able to lift up to 50 pounds
- Able to operate a desktop computer, mobile computer, scanner, two-way radio and other technical equipment
- Able to operate golf cart and other museum vehicles

Perks of Working at HMNS Include:

- Free individual-level HMNS membership
- Free access to museum exhibit halls, Butterfly Center, Planetarium, Giant Screen Theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Flexible schedule
- Predominately daytime hours (some evenings may be required)

Application Instructions:

Complete the online application form at www.hmns.org/appform.

Alternatively, print PDF (<http://www.hmns.org/jobformprint>) and submit with optional resume:

- email to jobs@hmns.org,
- mail to HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030, or
- drop off in person at the Museum Service desk at the museum

Instrucciones para Solicitar Empleo:

Complete el formulario de solicitud en línea en www.hmns.org/jobform. Para español, cambie la selección de idioma en la parte superior derecha.

Alternativamente, opciones para enviar formulario (<http://www.hmns.org/jobformESPprint>) de solicitud completo y currículum vitae opcional:

- envíe un correo electrónico a jobs@hmns.org,
- enviar por correo a HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030, o
- entregar en persona en el mostrador de Servicio del Museo en el museo

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

The Houston Museum of Natural Science is an EEO Employer.

Houston Museum of Natural Science, 5555 Hermann Park Drive, Houston, Texas 77030

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