



Job/Role Description

Position Title: Security Operations Supervisor

Revised date: 5/23/2023

Reports to: Security Manager

Our Mission: The Musical Instrument Museum (MIM) enriches our world by collecting, preserving, and making accessible an astonishing variety of musical instruments and performance videos from every country in the world. MIM offers guests a welcoming and fun experience, incomparable interactive technology, dynamic programming, and exceptional musical performances. MIM fosters appreciation of the world's diverse cultures by showing how we innovate, adapt, and learn from each other to create music—the language of the soul. For more information please visit our website www.mim.org.

The **Security Operations Supervisor** will maintain a controlled and safe environment for all MIM facilities, its parking lot, and its surroundings and ensure the safety of the guests and team members and the protection of the collection. The Security Operations Supervisor will supervise contract and staff security personnel to assure that established departmental policies are followed and the team is prepared to respond to all emergencies appropriately.

Essential Responsibilities

- Drive the implementation of the security department's strategic plan, including all resources, processes, systems, and functions to maintain and effectively safeguard the museum and its employees, volunteers, trustees, guests, physical properties, and instruments.
- Coordinate with the security manager to provide in-person training, drills, and presentations to all MIM team members and volunteer team members.
- Supervise assigned staff, providing relevant coaching, training, feedback, guidance, professional development, etc.
- Formally evaluate team members' performance semiannually, providing coaching and feedback.
- Ensure compliance with and comprehension of museum policies. Take appropriate corrective action to improve team member performance, and work with security manager to ensure coordination with security contractor and police.
- Foster good relations with team members and contractors.
- Resolve work-related problems and issues related to security officer assignments.
- Work collaboratively with a diverse and multicultural community.
- Ensure that communication and documentation related to daily operations and personnel management are complete.
- Perform any other duties reasonably related to the functions described above.

Requirements

- High school diploma or equivalent; some college preferred
- Three to five years' lead or supervisory experience, showing strong leadership and organizational skills, including demonstrated ability to supervise security officers
- Minimum five years' experience in the security field, preferably in cultural, educational, or large public-access locations
- Excellent verbal and written communication skills
- Ability to respond to or experience in responding to and handling emergency situations
- Ability to multitask as a security console operator when needed
- Ability to assist in physically restraining or subduing individuals, if necessary
- Proficiency in Microsoft Office (Word, Excel, Outlook) and other standard office procedures and equipment
- Ability to walk and stand for extended periods of time
- An insurable driving record
- Demonstrated knowledge of security practices, including emergency response
- Basic first aid/ CPR/AED certification preferred, but training can be provided
- Applied knowledge of fire and life safety systems and other related security devices
- Love for music is a plus!

Evening and weekend work is required. The five-day work week can include Saturday and Sunday and evening events. Specific shifts to be determined. This is a salaried position.

Please include a cover letter. Applications without a cover letter will not be considered.

Qualified candidates can submit a resume and cover letter via the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=618e6cec-0201-4f4a-8957-17b53a2a008e&cclId=19000101_000001&jobId=467553&source=CC2&lang=en_US

Culture and Benefits

Team members at MIM enjoy their work experience and are cared for with options for medical and dental insurance, life and disability insurance, and a matching 401(k) retirement plan—plus many more benefits, such as discounts to fun events! Many of our team members have grown with MIM for many years and received promotions.

For more information, please visit our website at www.mim.org