



Position Title: Security Officer

Reports To: Security Manager

FLSA Status: Non-Exempt

Job Status: Full-time

Job Location: Onsite

The Mission of MIM: 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.

Core Values: Our four core values represent the standards by which each team member is expected to contribute towards the excellence of the MIM experience. MIM's culture of high energy, innovation, questioning, and problem solving ensures we will overcome challenges and establish new paradigms for museums everywhere.

1. **Guest-Friendly:** MIM provides a welcoming, engaging, and accessible experience for each guest.
2. **High-Performing:** MIM team consistently exceeds expectations.
3. **Ever-Changing:** MIM is in constant evolution as it strives to improve continually.
4. **Sustainable:** MIM is committed to ensuring the sustainability of the organization for generations to come.

Position Summary: The Full-Time Security Officer plays a critical role in ensuring the safety, security, and well-being of all visitors, staff, and property at Musical Instrument Museum (MIM). This position provides professional, visible, and guest-focused security coverage throughout the museum, with an emphasis on proactive patrols, incident response, and exceptional customer service.

Responsibilities/Essential Duties:

- Provide a visible and welcoming security presence throughout galleries, performance spaces, and public areas, ensuring the safety of guests, staff, and the museum's collections.
- Conduct regular patrols of the museum, including galleries, lobbies, and restricted areas to deter theft, vandalism, and safety hazards.

- Respond promptly and professionally to incidents, medical emergencies, and guest assistance requests in accordance with established protocols.
- Monitor and control access to restricted areas; verify credentials for staff, vendors, and contractors.
- Operate and monitor security systems, including CCTV, alarms, and radio communications.
- Assist with crowd management during events, school tours, and peak visitor hours to maintain safe and enjoyable guest flow.
- Prepare accurate incident and daily activity reports; communicate issues to the Security Manager.
- Collaborate with museum staff, Phoenix Police Department officers, and outside vendors to support special events and programming.
- Support evacuation and emergency response procedures, guiding guests and staff to safety as needed.
- Represent the Musical Instrument Museum's values of hospitality, professionalism, and cultural appreciation.
- **General Expectations:** Maintain regular attendance and punctuality. Follow all museum policies, procedures, and safety protocols. Cultivate inclusive and respectful working relationships that support a sense of belonging for all team members, volunteer team members, and guests. Perform other duties of a similar nature and level as assigned.

Qualifications: High school diploma or GED required and a minimum of 1–2 years of experience in security, public safety, or a related customer-facing role. Additional security or law enforcement training is preferred, or an equivalent combination of education and experience sufficient to successfully perform the essential duties such as those listed in the job description.

- Must have strong situational awareness, sound judgment, and the ability to remain calm and effective under pressure.
- Strong verbal and written communication skills.
- Experience working in museums, cultural institutions, or hospitality environments preferred.
- Familiarity with security systems, including CCTV and access control, a plus.
- Demonstrated ability to provide excellent customer service in a professional and courteous manner.
- Knowledge of and experience with de-escalation techniques.
- Interest in world music and appreciation of cultural diversity encouraged.

Other:

- Salary is commensurate with education and experience. Starting pay anticipated between \$20-23/hour.

- Work schedule varies and regularly includes evenings, weekends, holidays, and occasional special events.
- Uniform provided.
- Benefits package is available to eligible full-time team members.

Physical Demands: The physical demands described here are representative of those that must be met by a team member to perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these functions.

- Frequent standing, walking, and patrolling throughout museum galleries and grounds for extended periods.
- Ability to respond quickly in emergency situations, including walking briskly, climbing stairs, and maneuvering through crowded areas.
- Occasionally required to lift and carry up to 40 pounds; may need to push, pull, or move equipment or barricades as part of emergency response.
- Must be able to bend, stoop, kneel, and reach as necessary to perform inspections or assist guests.
- Capacity to remain alert and focused during long periods of surveillance or while monitoring security systems.
- Ability to work indoors and outdoors in varying weather conditions during special events or emergencies.

Work Environment:

The work environment characteristics described here are representative of those that the team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions of this position.

- Work is primarily indoors throughout museum galleries, public spaces, and offices, with occasional outdoor patrols and event support.
- Fast-paced, guest-focused environment with frequent interaction with visitors, staff, and outside vendors.
- Must be prepared to respond to emergency situations in various conditions, including large crowds and special events.

To apply, please submit your resume via email to HR@MIM.org and include the job title for which you are applying in the subject line.