

# Safety Coordinator



Minnesota  
Children's  
Museum

## POSITION OPENING ANNOUNCEMENT

<b>POSITION:</b>	Safety Coordinator
<b>REPORTS TO:</b>	Visitor Services Manager
<b>CLASSIFICATION:</b>	Full-time, Exempt. (Every other weekend and some evenings required)
<b>DATE AVAILABLE:</b>	February 1 <sup>st</sup> , 2017

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### About MCM

Minnesota Children's Museum's mission is sparking children's learning through play. We are dedicated to providing children with a fun, hands-on and stimulating environment to explore and discover. With locations in St. Paul, Rochester, and the Mall of America, MCM employs 65 full-time and 65 part-time employees. At MCM, our workplace values that guide how we work together are: Play, Include, Grow, Serve, and Strive.

Minnesota Children's Museum is dedicated to growing a diverse and culturally competent team of highly engaged staff and volunteers. Applicants from diverse populations are strongly encouraged to apply.

### Position Summary

The Safety Coordinator works directly with Museum visitors and staff and is part of the leadership of the Visitor Services department. This position ensures the safety and security of both museum visitors and staff, oversees the Museum safety programs, and monitors building fire and alarm systems. The Safety Coordinator acts as a liaison between the police and fire services of the City of St. Paul and is responsible for responding to fire and security alarms as needed after business hours. In addition, this position acts as Manager on Duty and is responsible for the overall Museum experience on a daily basis. Responsibilities of this position include:

- Administering the Museum's Safety Programs
- Hiring, training, and supervising Security staff
- Monitoring of building activities both interior and exterior via electronic security system
- Ensuring security of all entrances/exits
- Opening and closing the facility
- Monitoring access to building's loading dock area
- Serving as a member of the Emergency Response Team
- As Manager on Duty, opening and closing the box office and completing all associated paperwork
- Troubleshooting ticketing system, service and safety issues

### Major Job Accountabilities

#### Administer Museum Safety Programs

- Oversee the Museum's AWAIR program
- Lead the Safety Committee



- Provide first aid, CPR, AED and blood borne pathogen training to Museum staff as necessary
- Maintain relationships with safety and emergency personnel including police, fire department and American Red Cross
- Maintain and order 1<sup>st</sup> Aid and AED supplies
- Perform follow-up calls for visitor injury reports and keep appropriate records
- Lead new exhibit safety walkthroughs
- Oversee two-way radio maintenance
- Develop safety training

#### Supervise security staff

- Hire, schedule and oversee training for security staff
- Monitor performance to ensure staff are meeting department and Museum expectations and policies
- Coach staff for constant improvement
- Conduct annual performance evaluation
- Complete payroll

#### Perform the essential job functions of the Security Guard role, including

- Monitoring of all building activities both interior and exterior
- Ensuring security of all entrances/exits
- Opening and closing the facility
- Monitoring access to loading dock area and maintaining records of all deliveries
- Serving as a member of the Emergency Response Team

#### Act as Manager on Duty

- Act as role model for excellent customer service
- Run morning meeting to inform staff and volunteers about daily events, activities and information
- Assist box office leads to make scheduling decisions and ensure staff assignments and responsibilities are appropriately prioritized and executed
- Ensure all staff and volunteers are providing excellent customer service and are upholding Our Commitment to our Visitors
- Oversee the box office, including counting the safe, counting out cash drawers at the end of shifts and filling out appropriate paperwork for end-of-day reconciliation
- Troubleshoot box office, service and safety issues

### **Knowledge, Skills and Abilities Required**

- Ability to effectively supervise a team
- Ability to work with people at all levels of an organization
- Ability to work independently and make sound leadership and customer service decisions
- Ability to communicate effectively
- Ability to calmly and effectively handle emergency situations
- Ability to effectively use a variety of software programs
- Ability to work effectively in an organized manner in a fast paced changing environment
- Ability to follow proper cash handling procedures
- Ability to work with basic word processing functions



- A strong commitment to customer service
- Strong interpersonal and decision-making skills
- Ability to manage multiple projects and priorities in a fast-paced environment.

### **Qualifications**

- A bachelor's degree (or equivalent)
- Minimum 3 years customer service experience
- Minimum 3 years experience in the security field
- Minimum 3 years Supervisory experience
- Ticketing system experience
- Ability to use a variety of software programs including Microsoft products, security and fire systems, and Galaxy, our ticketing system.
- Previous cash handling, sales experience and supervisory experience are preferred.
- Must be enthusiastically committed to children, customer service and teamwork!

### **Applications**

To be considered please complete the application and submit your cover letter, resume, and salary requirements online at: [www.mcm.org/jobs](http://www.mcm.org/jobs)

*Minnesota Children's Museum is an Equal Opportunity Employer committed to a culturally diverse work environment.*

