



## **JOB ANNOUNCEMENT FOR PROTECTION SERVICES OFFICER II PORTLAND ART MUSEUM AND NORTHWEST FILM CENTER PORTLAND, OREGON**

### **Overview**

The Portland Art Museum and Northwest Film Center (referred to as Museum) invites applications for the position of Protection Services Officer II. The Protection Services Officer II (PSO II) is a member of the Protection Services team, which performs a critical role by protecting the safety of visitors, staff and Museum property. This role is primarily stationed in Museum lobbies interacting with visitors and staff and is responsible for promoting a welcoming environment while balancing the art of de-escalation initiating appropriate responses to safety and security issues.

### **Essential Duties & Responsibilities**

- Helps adherence to the “Visitor Agreement to Safe & Inclusive Spaces”. Acts as the first responder to disruptive persons entering the lobbies and Gift Shop
- Resolve conflict using de-escalation techniques and upholding equity and inclusion values
- Communicate museum policies in a respectful manner using flexibility and discretion to achieve a safe and positive outcome
- Interact with visitors in a welcoming manner by assisting with wayfinding and providing information related to the Museum collection, public programs, and events
- Removes visitors from the campus who exhibit harassment, discrimination, threatening or disrespectful behaviors
- Communicating with law enforcement, fire departments and emergency medical personnel as needed
- Promptly address situations that could negatively impact the visitor’s experience, Museum collections, facilities, and staff by understanding and applying safety and Museum policies and procedures
- Initiate evacuation of assigned areas during emergencies while following security procedures and applied training
- Report and document incidents and hazardous conditions with objectivity, respect and an awareness of racial equity and free of assumptions, bias, or stereotypes

- Utilize radio for department communications and other technology such as computers, i-Pad, etc.
- Maintain confidentiality regarding the Museum's proprietary information and operations

### **Secondary or Additional Responsibilities**

- Attend ongoing training and learning opportunities related to the collection, special exhibitions and equity & inclusion and accessibility, emergency procedures, de-escalation techniques and bi-annual CPR & AED training
- Promote and support institutional equity and inclusion goals
- Performs other related duties as assigned.

### **Supervisory Responsibilities**

- None

### **Institutional Responsibilities**

- Support the Museum's mission, vision and core values of creativity, connection, equity, learning, accessibility and accountability
- Contribute to and support the PAM strategic plan, annual priorities, and institutional initiatives such as diversity, equity, inclusion and access
- Contribute to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation, and openness to many perspectives
- Participate in a culture of ongoing learning, collaboration, innovation, creativity, and community engagement
- Use the equity lens in decision making. Promote equity and inclusion goals and have a "people first" mindset

### **Required Knowledge & Skills**

If you have any questions along the way including wanting to talk about a non traditional career background, please reach out to HR.

- Approachable demeanor with a people-first value
- Work collaboratively in an equitable and inclusive framework with individuals from a wide variety of backgrounds
- Comfortable dealing with conflict, de-escalation, and confrontation
- Excellent interpersonal and verbal communication skills
- Basic operational knowledge of computers including word processing and email
- Adhere to Security dress code and visibly represent the Museum

- Prior security experience in environments that include interactions with people suffering from mental illness and or under the influence of drugs/alcohol or similar experience within a social work or hospital setting

### **Education, Formal & Informal Experience, Training Required, Certification, Etc.**

- Minimum two years of experience in security or a related field
- Current Oregon Department of Public Standards Safety Training (DPSST) Unarmed certification (or obtained within 30 days of employment)
- CPR & AED training certification (or obtained within 30 days of employment)
- De-escalation of hostile and potentially violent individuals
- Training related to: MOAB (Management of Aggressive Behavior) or equivalent
- Training and practice regarding the use of force continuum
- Defensive tactics

### **Job Conditions**

- Non-Exempt/Full-Time Status
- Schedule/Hours: 9:00AM - 5:30PM, 40 hours per week, and Wednesday - Sunday
- Onsite/Not Remote
- Overtime as needed
- Evening hours and must be available to work weekends, holidays, and special events as necessary
- Works with emergency services equipment including first-aid kits, fire extinguishers, and AED devices
- On-call status
- Work with chemicals (cleaning for COVID-19 purposes)
- Occasionally work outdoors to secure the premises

### **Physical Activities**

- Occasionally lift/push/pull up to 50lbs in emergencies
- Frequently ascends and descends stairs
- Occasionally remains stationary for prolong periods of time but in an emergency will require rapid movement through the Museum campus
- Occasionally grasping and handling of objects such as pens, computer mouse, and radio
- Occasionally talking with colleagues and visitors
- Occasional repetitive motion of hands/wrist when typing
- Frequently listening to callers on the radio

- This does not represent a complete list of all physical requirements

**Compensation, Benefits & Perks**

- This role is non-exempt/hour, full-time status
- Budgeted compensation is within pay grade D (\$16.09 min - \$18.50 mid - \$20.92 max), depending on experience
- We provide a benefits and perks package that includes; health care, paid time off, flex spending and more. Please see the full job profile on our career site