

Job Description: Gallery Guard

Date: Spring 2025
Title: Gallery Guard
Department: Security
Position Reports To: Security Supervisor / Shift Officer
Status: Non-Exempt

Summary: Gallery Guard (GG) employees serve the important role in enhancing the overall visitor experience at the Center while ensuring the protection and preservation of all objects and the safety and well-being of visitors and employees. GG provide positive interactions with visitors while they enforce the organization's rules, policies, and procedures.

Job Duties:

- Immediately upon being assigned to a gallery, must make a thorough inspection to check the condition of all art and other furnishings.
- Moves from gallery to gallery as assigned by the daily schedule.
- Greets/welcomes visitors to the Center, seeks ways to help interact with visitors by answering questions, giving directions, etc.
- Observes visitors and employees, moving through the gallery or assigned area, checking what is going on and being an active presence in the building.
- Handles minor violations to policies or procedures with visitor services in mind.
- Maintains radio contact with the Security Officer and Security Base, reporting all irregularities, confrontations, incidents, and other non-routine events to the Security Officer.
- Maintains a positive working relationship with the public and staff, remaining courteous when situations are difficult.
- Understands the Center's Emergency Operation procedures. Implements emergency procedures when the situation requires this.

Competencies:

- Guest/Visitor Services focused.
- Enjoy working with the public.
- Observant and ability to make decisions under pressure.
- Excellent communication skills.
- Team player.
- Projects a positive, approachable, and professional image.

Supervisory Responsibilities:

- None.

Required Education and Experience:

- High school degree with two-plus years of visitor service experience preferred.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Position Analysis/Specifications

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting		x		
Standing			x	
Walking			x	
Bending Over			x	
Crawling		x		
Reaching		x		
Crouching		x		
Kneeling		x		
Balancing			x	
Pushing/Pulling		x		
Lifting/Carrying				
10 lbs or less		x		
11 lbs to 25 lbs		x		
26 lbs to 50 lbs	x			
51 lbs to 70 lbs	x			
Manual Dexterity			x	
Fine Motor Skills			x	
Gross Motor Skills			x	
Eye/Hand Coord.			x	
Near Vision			x	
Far Vision			x	
Color Recognition			x	
Hearing			x	

Environmental Factors

	<i>YES</i>	<i>NO</i>	<i>Limited</i>
Working Outside		x	
Working Inside	x		
Working Alone	x		
Working Closely with Others	x		
Excessive Cold/Heat			x
Excessive Humidity/Dampness			x
Noise/Vibrations	x		
Working with Chemicals/Detergents/Cleaners			x
Working Around Fumes/Smoke/Gas		x	
Walking on Uneven Surfaces		x	
Motorized Equipment or Vehicles		x	
Working With Machinery/Motorized Equipment		x	
Climbing on Scaffolds or Ladders (Step Stool)		x	