Title: Security and Facilities Associate
Reports to: Supervisor of Security and Facilities
Start: June 1, 2023
Job Type: Full-Time

Role Description: Security and Facilities Associates are the custodians of the American Folk Art Museum. They are responsible for maintaining the security and fire safety of the facility for staff and visitors, sustaining the cleanliness of the building, and assisting in the daily operations of the Museum, including facilitating the set up and break down for special events, public programming, and providing assistance to Museum audiences.

Security, Safety, and Registration
- Maintain unarmed Security Guard registration and certification with the New York State Department of State
- Maintain the security, fire safety, and general safety of all areas of the facility and immediate outside areas; maintains F-03 Certificate of Fitness from the FDNY
- Assist visitors and staff in the event of an emergency; trained and versed in AFAM’s Emergency Response Plan and their designated roles
- Participate in job enrichment trainings such as: CPR, de-escalation, and diversity and inclusion trainings
- Responsible for opening and closing the Museum
- Enforce the rules of the Museum
- Assist with loss prevention in the Gift Shop, observes and patrols the area as needed
- Monitor the facility for problems and report them to the Supervisor of Security and Facilities; this includes, but is not limited to, issues that affect the artworks, or any matter that negatively affects visitors or their colleagues
  - Security and Facilities Associates are required to independently resolve matters within their field of responsibilities, yet are required to report all issues to the Supervisor of Security and Facilities
- Conduct walkthroughs of the exhibitions to note installation and registration issues, and inventory of various artworks on display

Maintenance, Operations, and Administration
- Ensure that the building is kept clean and in good condition
  - Cleaning tasks include, but are not limited to vacuuming, sweeping, mopping, dusting, shoveling snow, cleaning windows, changing light bulbs, sanitizing restrooms, collecting and sorting waste, garbage and recycling
- Ensure that the daily operations schedule is followed. Proactively assist in the implementation of the schedule, including special events, public programs, group visits, space rentals, and meetings
  - Tasks include, but are not limited to, the setup and breakdown of sound equipment, chairs, tables, and various materials, as well as cleaning duties
- Account for inventory of building supplies, communicate needs for reordering of supplies to the Supervisor to Security and Facilities

Visitor Services
- Provide a welcoming environment to all patrons, Museum staff, vendors, mail couriers, etc.
- Assist visitors with questions, comments, concerns, or problems, and, or, alert their supervisor when necessary
• Ensure that the Museum’s public areas are prepared for visitors prior to opening
• Perform front of house duties and tasks, including but not limited to, selling Museum tickets to visitors, accepting visitor donations, receiving visiting groups, assisting visitors with the Museum’s lockers and coat racks, etc.
• Responsible for the tracking and recording of Museum attendance figures
• Field questions regarding American Folk Art Museum
  o While Security and Facilities Associates are not permitted to tour visitors through exhibitions, they are expected to be versed in the nature of both exhibitions and the Museum’s history, and are able to field basic question from visitors
• Ensure that the appropriate Museum signage is displayed

Salary: Hourly rate of $17.50

COVID-19 Policy: American Folk Art Museum takes the health and safety of our Museum community seriously and as such requires all employees to be fully vaccinated with an FDA approved COVID-19 vaccine (two shots of Pfizer or Moderna or one shot of Johnson & Johnson) including at least one booster if eligible. Requests for reasonable accommodations for medical, religious, or other reasons will be considered in accordance with applicable law.

Equal Opportunity Employer
The American Folk Art Museum provides equal opportunity to all employees and applicants for employment without regard to race, color, religion, creed, sex, sexual orientation, national origin, ancestry, age, mental or physical disability, pregnancy, alienage or citizenship status, marital status or domestic partner status, genetic information, genetic predisposition or carrier status, gender identity, HIV status, military status and any other category protected by law in all employment decisions, including but not limited to recruitment, hiring, compensation, training and apprenticeship, promotion, upgrading, demotion, downgrading, transfer, lay-off and termination, and all other terms and conditions of employment.