



Public Safety Intern Position Description

Intern Position Description

Department: Public Safety

The statements below reflect the general details considered necessary to describe the major job responsibilities of the identified position and are not to be constructed as a detailed description of work requirements that may be inherent in the job. An asterisk (*) indicates essential functions of the position as outlined in the Americans with Disabilities Act.

Responsibilities:

The Security & Public Safety Intern reports to their shift supervisor and will assist with the security and public safety at all Consolidated Museums Group buildings. The intern will patrol inside the Museums and exhibits, the outside perimeter of the building and Consolidated Museum Center grounds. They will also be trained to monitor video surveillance, monitor alarm systems, access control systems, respond to emergencies, assist in the evacuation of patrons and staff and apply basic first aid when needed. This individual will provide a safe, hospitable and engaging environment for our patrons, guests and staff to enjoy, and will follow the BOE quality standards of the "I Drive Our Culture of Excellence" program, as well as the Museum Center's Mission Statement.

Security and Safety Functions (80% of duties)

Perform life-saving first aid in emergencies.

Patrol 500,000 square foot building and grounds, open heavy doors and climb steep stairs and ladders to complete indoor and outdoor security rounds.*

Inspect for security issues, including unlocked doors, unsecure areas and unauthorized access.

Generate written reports in a clear and precise manner.* i.e., accident / injury reports, daily activity logs and investigation report supplements.

Coordinate effectively with other staff to solve problems, including through telephone, walkie-talkie and base station radio microphone.*

Monitor video surveillance, alarm systems and access control systems.*

Respond to alarms and security issues, including but not limited to guests in restricted areas, unlocked doors, fire alarms, hostile guests or employees and damage, destruction or vandalism of museum property and exhibits.*

Maintain key log and control badge and key access.

Operate fire alarm system.*

Operate intrusion alarm system.*

Make identification badges and format security clearances.

Work with other museum staff to ensure that all egress paths for fire safety are planned for and executed properly during emergencies.

Other security and safety duties as assigned by Public Safety Supervisor and Director of Public Safety.

Customer Service Functions (20% of duties)

Candidate must prioritize and demonstrate the five Building Organizational Excellence (B.O.E.) tenants of "Safety, Hospitality, Engaging, Effectiveness, and Creditability" while conducting Cincinnati Museum Center business.

Maintain "Lost and Found" storage system. Assist guests and employees with questions or concerns regarding museum business, including but not limited to giving directions, assist with lost parents or children and keeping order in CMC Museums and Retail Shops.

Assist in mail room loading dock, special events, parking lots and with museum services.

Assist vehicle lock-outs.

Assist stranded train passengers or early passengers.

Present a neat, clean and non-threatening appearance for employees and guests.

Interact with a wide range of personalities in a friendly and customer service-oriented manner.

Other customer service duties as assigned by Public Safety Supervisor and Director of Public Safety.

Qualifications:

Current college student or recent graduate. At least 18 years of age

Must pass a background check.

Be CPR, AED and First Aid certified, or willing to become certified.

Strong verbal and written communication skills

Must be comfortable with the use of personal computers and standard software such as word processor, database, email, web browsers and spread sheet programs.

Ability to work calmly and effectively under pressure, especially during emergencies

Ability to prioritize and effectively solve multiple issues simultaneously

Working Conditions:

Normal office environment when doing administrative tasks associated with this position

Will be exposed to all weather conditions when performing rounds and duties outside.

Will be exposed to loud noises and a noisy office environment.

May be exposed to hostile or uncooperative guests and employees.

Physical Requirements:

Must be able to stand or walk for extended periods of time. Must be able to move briskly through the building, climb ladders and stairs, and respond quickly to alarms or emergencies that require security involvement.*

Hear normal conversation (Hearing aids acceptable) *

Be able to bend, stoop, or work with hands above shoulder level. *

Be able to perform physical duties, including but not limited to, ability to safely lift and operate a 50 pound fire extinguisher, lift and carry a small child (50 pounds) to safety, place a person of at least 100 pounds into a wheel chair, administer basic first aid, administer advanced first aid CPR and operate the AED when properly trained.*

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