

SECURITY COORDINATOR



Direct Supervisor:	Chief Operating Officer		
Department:	Guest Services	Job Category:	Category 3
Location:	Richmond, VA	Travel Required:	No
Level/Salary Range:	L5	Exempt/Non-exempt:	Exempt
Contact:	kimd@lewisginter.org	Position Type:	Year Round PT – minimum 20 hours per week
Date Posted:	February 20, 2019	Posting Expires:	Until Filled

Garden Overview

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden. After 33 years, the Garden now encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. In 2017 we welcomed, taught, energized, and engaged over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 800 formal and informal education offerings. We embarked on new and promising community engagement initiatives through the Beautiful RVA movement. We updated the strategic plan and continued priority project planning within the scope of the 2016 master site plan. Our 100 full- and part-time staff joined with 650 volunteers and 13,000 member households to live into the Garden's mission to connect people through plants to improve communities.

We do this through a broad variety of mission related activities and enterprise business services. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. We aspire to be a Garden that is representative in every way of the diverse community we serve.

Job Summary:

This is a working supervisory position that requires primarily evening hours and is responsible for securing, locking and alarming all buildings and preparing and safeguarding the physical property and closing the Garden each evening. Security at the Garden remains on site each evening until events have ended and all guests and staff have left the property. The Security Coordinator serves as the first line of contact for security and fire emergencies when the Garden is closed for visitation and during and after events. Spectrum of duties can range anywhere from being the 1st point of contact for security and fire alarm notifications in the middle of the night to controlling traffic into the Gardens parking lots during highly visited events that can surpass 3000 guests.

Responsibilities:

Property and Facilities:

- Responsible for securing, locking and alarming all buildings and ensuring the physical integrity of property, keys and alarms after hours.
- Stays informed of all activities taking place and vigilant to where guests and staff will be, as well as aware of areas where guests shouldn't be.
- Sweeps the Garden nightly to ensure day visitors have exited the interior grounds in preparation for private evening events.

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- Ensures that energy conservation measures are taken during nightly process of securing, locking and alarming LGBG structures by checking facilities for proper temperatures, extinguishing lights, ensuring all AV equipment is turned off in meeting spaces and ensuring all exterior lights have been turned off.

Guests, Staff, Volunteers, Students and Vendors:

- Responsible for the safety, security and expeditious routing of guests, staff, volunteers, students and vendors leaving the event sites, facilities and property each evening.
- In coordination with the Facility Events Team, directs the arrivals/departures of clients and guests at the service road access point and parking lots.
- Responsible for overseeing and coordinating team assignments needed to manage vehicular and pedestrian traffic, particularly during public and private events with anticipated high visitation.
- Ensures escort or presence is provided after 5:00 pm to groups or individuals that might require it.
- Must be able to handle pressure of working with a high volume of visitors.
- Responds immediately to security and emergencies related to health issues, accidents, safety concerns, conduct and weather related emergencies. Follows up appropriately with incident reports to keep COO informed.

Presence, Communication and Reporting:

- Creates and maintains the highest standards of security at all times, being courteous, tactful and helpful, professional in attitude, appearance, and application, but firm in enforcing policies and Garden Guidelines.
- Is able to communicate effectively and appropriately to a diverse audience, investigate claims, mediate disputes, negotiate with vendors, provide staff assistance, and listen effectively.
- Understands the importance of a positive guest experience and the critical role security plays during guest interaction, and trains and implements same practice with all security staff.
- Establishes and maintains positive relationships with other Garden Departments and the staff of the Gardens food service provider and trains and implements same with all security staff.
- Makes good use of time during slow periods by walking property, monitoring event sites, patrolling parking lots and providing assistance to operations or catering teams when needed.
- Designs, adopts, implements, completes and files safety and security Standard Operating Procedure checklist and updates periodically when needed.

Coordination and Management:

- Committed to working 20 hours per week, demonstrates to the other team members that the coordinator is dedicated to the work, available for questions and assistance whenever needed.
- Leads by example, is willing to work alone and alongside of those he/she manages, provides leadership and direction, employee development training and promotes a team-oriented work environment that builds and maintains good morale among paid and unpaid staff.
- Responsible for managing staff including hiring, assessing and evaluating performance, addressing personnel issues promptly and with appropriate documentation, follows Garden protocol for any needed disciplinary action, counseling or dismissal and keeps supervisor apprised of these matters.
- Ensures fair and consistent oversight of team members by making every effort to distribute staff shifts equally, based on availability and desired schedules, and that keeps team members active, engaged with the organization and practiced on closing procedures.
- Responsible for scheduling all part time security team members to provide coverage 7 days a week, completing nightly activity sheets, and conserving resources by ensuring adequate coverage, but not over staffing, for support of evening and special events.
- Responsible for taking care of payroll reporting for team members, checking for accuracy of shifts worked, efficiency in work being done and provides guidance on use of the Gardens clock in/out system.
- Able to organize and prioritize responsibilities of security team as needed to best accommodate garden events in progress, as well as to keep all team members engaged, active and alert during their shifts.

- Able to make recommendations to effectively resolve problems or issues by using judgment that is consistent with available resources, standards, practices, policies, procedures, regulations, and laws.
- Coordinates with supervisor, any Henrico County Police and Sheriff's Deputy support for special events, when needed (Mother's Day, July 4th, Labor Day and GardenFest of Lights).
- Able to effectively work with HPD during busy events for traffic control, including requesting additional training by self or team if needed.
- Works in coordination with COO, Facility Events Team, Operations Manager and the Garden's Outsourced Food Vendor by providing additional support when needed or requested, to include tasks caused by inclement weather conditions or emergencies, additional guest entry assistance, room turns after 5pm, monitoring of guests attending events where alcohol has been served, and after hours fire and emergency calls, etc.

Physical Demands/Working Conditions

- Able to work nights, weekends and holidays
- Has good hearing and sight to be able to observe, read, and interact with public and coworkers.
- Must be able to lift 25 pounds.
- Must be able to work outdoors in all seasonal extremes.
- Must be able to walk quickly between all garden venues and spend extended periods of time on feet while patrolling the property or working special detail.
- Be available to take calls and investigate any after hour's security issues as needed.

Note: Duties described above, other duties and physical demands have been identified as essential.

Desirable:

- Experience with high volume vehicular and pedestrian traffic situations
- Experience with Fire Life Safety systems.

Each Employee of Lewis Ginter Botanical Garden

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals and families, and in accordance with directed practices and procedures
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that all concerns are reported promptly
- Must report all mishaps, injuries, and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

Education and Experience

- High School diploma or GED is required; technical school training or higher education is preferred
- A minimum of 2 years' experience managing people and working with the public in a customer service capacity
- A minimum of 2 years security and traffic control experience
- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Experience and demonstrated sensitivity in working with persons of various ethnic and economic backgrounds on staff and within community
- Access to a car on a daily basis and a valid state driver's license or ability to transport self as needed
- Other combinations of education/experience appropriate to the job will be considered.

Please submit cover letter, resume, and Lewis Ginter Botanical Garden Job Application to kimd@lewisginter.org