



# ASSOCIATE SECURITY

<b>Direct Supervisor:</b>	Security Coordinator		
<b>Department:</b>	Guest Services	<b>Job Category:</b>	Category 3
<b>Location:</b>	Richmond, VA	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	L5	<b>Exempt/Non-exempt:</b>	Exempt
<b>Contact:</b>	<a href="mailto:kimd@lewisginter.org">kimd@lewisginter.org</a>	<b>Position Type:</b>	PT – evening hours, varies based on availability/events scheduled
<b>Date Posted:</b>	August 23, 2019	<b>Posting Expires:</b>	Until filled

## **Garden Overview**

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden. After 34 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 2018 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.

## **Responsibilities:**

- Responsible for security of the property to include grounds and facilities, safe and expeditious routing of guests and able to take first action steps in case of an emergency.
- Supports essential functions of garden operation to include ensuring the quality of the guest experience (visitors, guests and students); ensuring the securing and alarming of property; ensuring the physical integrity of property after hours, supporting management of vehicular and pedestrian traffic, particularly during public and private events.
- In conjunction with supervisor, directs the arrivals/departures of clients and guests at the service road access point, parking lots and at Garden entrance as required.
- Ensure that energy conservation measures are taken during nightly process of securing, locking and alarming LGBG structures.

- Ensure the safety and security of guests, volunteers, vendors and staff through presence, integrity of building, keys, alarms and communication.
- At the direction of supervisor, coordinate with other departments to ensure adequate security for scheduled LGBG events. Outsourced food contractor is considered to be a department of LGBG, with all the same rights and responsibilities.
- Works in coordination with supervisor, coworkers, Facility Events Coordinators and Facility Event Staff (FESA's) at evening events where conditions require additional support, including last minute changes to venue set ups, tasks caused by inclement weather conditions or emergencies, and additional guest entry assistance.
- Ensure escort or presence is provided after 5:00 pm to groups or individuals.
- Responds to alarms, emergencies and security related incidents while on duty; decides what actions to take based on the situation, facts known, and position limitations.
- Investigates and reports on accidents, incidents, suspicious activities, safety and fire hazards and other security related situations to supervisor for correction or follow-up actions.

### **Required**

- Displays a friendly, cheerful and welcoming disposition; excellent interpersonal skills.
- Ability to present ideas to a diverse audience, investigates claims, mediates disputes, negotiates with vendors, and listen effectively.
- Able to work nights and weekends and possess a valid VA driver's license.
- Able to reprioritize duties as needed to best accommodate garden events in progress.
- Communicate effectively and appropriately with visitors, event guests, class attendees, teachers, students, partner organizations, all garden staff members, volunteers, patrons, donors and board members.
- Ensure nightly closeout form and incident reports are completed as required.
- Ensures that no employee, including security staff, or guest, brings firearms onto LGBG property.
- Report operational concerns or emergencies from LGBG paid and unpaid staff and Meriwether Godsey staff to the Chief Operating Officer.
- Able to effectively resolve problems or issues by using judgment that is consistent with available resources, standards, practices, policies, procedures, regulations, and laws.
- Ability to organize and prioritize responsibilities, duties, or tasks.

### **Physical Demands / Working Conditions**

- Good hearing and sight
- Must be able to work outdoors in all seasonal extremes
- Must be able to lift 25 pounds intermittently
- Must be able to walk quickly between all garden venues regularly and stand for long periods of time

### **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 or Chief Operating Officer or Executive Director

### **Education and Experience**

- High School diploma or GED is required; technical school training or higher education is preferred; a combination of experience and education will be considered.
- A minimum of 2 year's experience working with the public or in a customer service capacity

- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Experience working night security locking up and alarming facilities and securing grounds for end of day closing, both independently and in team situations.
- Experience managing high volume traffic by standing and safely directing traffic through active pedestrian/vehicular zones.
- Experience working in an event oriented environment moving between multiple events on foot patrol and handling guest interactions appropriately and respectfully.
- 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](mailto:kimd@lewisginter.org)