PUBLIC SAFETY COORDINATOR

Garden Overview

Mission
Lewis Ginter Botanical Garden’s mission is connecting people through plants to improve communities.

Vision
Lewis Ginter Botanical Garden, including the Lewis Ginter Nature Preserve, reveals the unity and integration of human and plant life, celebrates the fundamental significance of the natural world, and enriches communities through horticultural and educational excellence and innovative outreach activities.

Values
Responsibility, Innovation, Integrity, Hospitality and Inspiration

Founded in 1984, Lewis Ginter Botanical Garden is a non-profit garden located in Richmond, Virginia’s Lakeside neighborhood. The Garden 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. Annually, Lewis Ginter engages over 17,000 students in innovative and exciting education programs. This cadre of identified learners is just a fraction of the more than 400,000 annual visitors to the garden. In recent years, the Garden has been honored with inclusion in several top ten lists for botanical gardens in North America.

Lewis Ginter Botanical Garden is an Equal Opportunity Employer. We do not discriminate on the ground of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees. We support the diversity and inclusion policy adopted by The American Public Gardens Association: to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.

Job Description
The Public Safety Manager supports all aspects of the operational safety and security functions to ensure the health and safety of Garden guests, staff, and volunteers. This position works collaboratively with the Garden’s Leadership Team and the Manager on Duty (MOD) to establish, review, maintain and train on safety procedures to mitigate hazards and provide emergency support when necessary. The Public Safety Manager is a working supervisory position responsible for the
recruitment and direction of support staff to assist with the supervision of all Garden areas, activities and events, as well as security of the campus.

This position embodies our core value of hospitality and responsibility by supporting the development and implementation of efficient and effective operating procedures and staff training needs to ensure a culture of safety and world-class guest experience to all. The Public Safety Manager ensures all tasks are performed in alignment with Lewis Ginter Botanical Gardens core values and in support of the achievement of the Garden’s strategic plan.

**Duties and Responsibilities:**

- Collaboratively develops and leads Gardens Safety processes and trainings.
  - Participates in following, testing, maintaining and updating trainings needs of: CPR/First Aid/AED, Fire Alarms, Garden Safety Protocol, etc.
  - Supervises emergencies in coordination with reporting staff; reports to location of incident, dispatches staff to assist in directing emergency vehicles, etc. and ensures all reports/documents of incidents are complete and communicated to the proper department.
  - Walks Garden campus to ensure safety measures and compliance are appropriately executed.
  - Organizes monthly walk through of grounds and facilities with Safety Committee to identify, assess and report maintenance, operational or safety concerns and issues.
- Maintains a comprehensive understanding of all daily activities, seasonal and annual programs and events.
  - Attends meetings/serves on committees to ensure thorough understanding of events, visitation and hours of planned activity on campus and transition needs from day operations to evening events.
  - Ensures appropriate safety coverage during hours of operation, including weekends, heavy visitation periods, and special exhibitions.
  - Ensures proper safety/security coverage and presence, communications with Garden staff/contracted service providers, and provides continuous monitoring of evening events and guest activity.
- Communicates openly and has a visible presence for all staff and guests during all Garden activities.
  - Carries a dedicated Security cell phone and two-way radio at all times during work hours.
  - Engages with guests, staff, students, volunteers, food service contractor and provides a dependable presence, assists with questions and concerns, and stays in close proximity to activities.
  - Monitors/reports inclement weather conditions that may impact the safety of guests, staff and volunteers and participates with DOF/Operations/Horticulture for any preparation or clean up needs.
  - Responsible for the management and leadership of a diverse team.
  - Responsible for efficient scheduling of support staff for daily/nightly activities and Garden security.
  - Responsible for appropriate procurement/purchasing responsibilities and managing departmental budget.
  - Cultivates and expands a sense of purpose and connection to Garden mission and activities.
- Manages Garden parking, security and closure.
  - Sweeps Garden of all guests at closing time in a friendly and courteous manner.
  - Secures Garden entry and exit gates for closure.
  - Ensures all facilities are locked and alarms activated after end of business.
  - Turns off campus lighting breakers as needed.
  - Supervises parking demands during the highly attended events (Plant Sales, Holiday/Free Days and Garden Exhibitions).
  - Assesses and schedules staffing and outsourced HPD support needs based on anticipated attendance.
  - Manages traffic and directs vehicles to available parking areas.

**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 report incidents immediately and ultimately in writing to supervisor(s) and to the HR Manager.
- Must ensure compliance with all applicable federal and state laws and regulations.
- Must perform other duties as assigned by supervisor.
- Supports and embraces our diversity and inclusion policy to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.
**Physical Demands / Working Conditions**

- Must be able to work outdoors and navigate the Garden’s campus in all seasonal weather conditions.
- Must be able to lift 25 pounds intermittently.
- Must be able to walk quickly between all garden venues regularly and walk or stand for long periods of time.
- This position requires familiarity with all public areas of the 82-acre Garden property.

*Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

**Education and Experience**

- Bachelor’s degree or 3 years of equivalent experience working with the public in customer service capacity.
- A strong background in Public Safety or Security experience is required.
- Previous managerial experience preferable.
- 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 our community.
- Conversational Spanish preferable.
- Other combinations of education/experience appropriate to the job will be considered.

**Baseline Knowledge/Requirements**

- Computer knowledge or willingness to learn systems for receiving and communicating information and POS:
  - Microsoft Outlook, Word, Excel, Work Order Systems, Active Net, TAM
- Participate in Security trainings; CPR/First Aid/AED, Fire Alarms, Garden Safety Protocol, etc.
- Excellent problem solving skills with outstanding communications (written and verbal).
- Excellent organizational skills with high attention to detail.
- Highly responsible and reliable with a professional presentation.
- Ability to work nights, weekends and holidays.
- Possesses a valid driver’s license required to operate Garden vehicles.

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