

**Job Title:** Museum Security and Visitor Services Specialist  
**Reports to:** Visitor Services Manager  
**Application Deadline:** February 15<sup>th</sup>, 2024  
**Status:** Hourly Non-Exempt/30 hrs per week  
**Compensation:** \$20 p/h



## Overview

World Forestry Center, a non-profit organization located in Portland's Washington Park, seeks a Museum Security and Visitor Services Specialist. This person will be part of our customer service team greeting and helping guests who visit the Discovery Museum. This position will support the Museum during open hours and occasionally support World Forestry Center events by providing customer service through front-end support and maintaining a secure environment for staff and guests.

For over half a century, World Forestry Center has been at the intersection of people and forestry. Our mission – to create and inspire champions of sustainable forestry – is centered on people. Our focus is not on forests alone, but rather on how people think, act, and relate to them. We are working to calibrate how society understands and interacts with our forests. We aim to change how society understands and interacts with our forests. This work will require engagement and trust, built through in-person and virtual programs and immersive, emotionally compelling exhibits that move the public from understanding to action.

## Position Summary

This position provides security, basic logistics support, and front desk back-up for the museum and museum staff in our Discovery Museum in Portland's Washington Park. Additional responsibilities may include supporting the Event Services staff to ensure guests who hold private functions in our banquet halls are having successful and safe events.

## Key Responsibilities

- Support museum staff to ensure that every aspect of the public's on-campus experience aligns with World Forestry Center's strategic objectives.
- Serve as a spokesperson for World Forestry Center and its mission.
- Greet museum visitors with a friendly demeanor and provide answers about the museum and park while maintaining a secure environment for staff and guests.
- Ability to respond quickly and decisively in stressful situations, including fires, medical emergencies, power outages, and other emergencies.
- Must be able to execute all security policies and procedures as outlined in the Safety and Security Manual
- Provide crowd control as necessary.
- When necessary, assist the Visitor Service Manager and Associates with opening, closing procedures of the admissions desk as well as running the cash register for admissions and gift store sales.

- Liaise with Event Services staff to ensure organizers of private events on campus have a successful and safe event.
- Patrol grounds and other buildings on campus during and after private events to check for irregularities, safety and security concerns, unauthorized persons, and unauthorized activities.
- Report escalating events to appropriate parties (i.e.. Rangers, non-emergency unit, or police).
- Basic skills in facilities troubleshooting (e.g., find, reset, and monitor tripped breakers)
- Effective alcohol monitoring and compliance with Oregon state laws.

## Qualifications and Experience

- Excellent customer service & communication skills
- Excellent conflict resolution skills
- Obtain and maintain current DPSST certification for unarmed security within 1 year of employment. Training paid by employer.
- Obtain and maintain current first aid certification within 6 months of employment. Training paid by employer.
- Obtain and maintain a current OLCC alcohol service permit within 90 days of employment. Training paid by employer.
- Outstanding customer service skills and the ability to think creatively around customer service situations that result in positive outcomes.
- The ability to deal with unexpected situations calmly and professionally.
- The ability to lift 15lbs and be physically able to climb stairs and walk a 5.5-acre campus.
- Ability to stand for an extended period of time.
- Previous related experience preferred.

## Position Requirements

- Extended periods of standing and sitting.
- The ability to deal with unexpected situations calmly and professionally.
- The ability to lift 15lbs and be physically able to climb stairs and walk a 5.5-acre campus.
- **For the safety of our staff and visitors, World Forestry Center employees are required to be vaccinated against COVID-19.**

## Benefits

World Forestry Center offers a generous benefits package, including comprehensive medical, vision, dental insurance, and a 401k with matching opportunities. Employees will receive paid sick and vacation time as well as several paid holidays per year. Employees will also receive a Reciprocal Employee Attractions Pass – valid for unlimited free general admission for two at 25 Oregon cultural attractions.

## Application Instructions

Please submit your application via the form linked below:

[Museum and Security and Visitor Services Specialist Application](#)

Applicants are welcome to visit the World Forestry Discovery Museum to fill out a paper application if preferred.

*World Forestry Center is an equal opportunity employer and does not discriminate in its selection of candidates for employment based on race, color, national origin, religion, sex or sexual orientation, marital status, disability, age, military service, family medical history, legal source of income, gender identity, political affiliation, or family leave obligations.*