



Security Guard

Department: Security

Reports To: Security Manager

FLSA Status: Full-Time, Non-Exempt

The Security Guard at the Dallas Holocaust and Human Rights Museum is responsible for ensuring the safety and security of all visitors, staff, exhibits, and property. The Security Guard will monitor and operate CCTV surveillance systems, patrol museum premises, respond to security incidents, and provide exceptional customer service. Candidates must have a strong working knowledge of computer technology and be Level 2 TOPS Certified before starting work.

Job Duties:

- Monitor and operate CCTV surveillance systems to detect and respond to security concerns.
- Patrol assigned areas to ensure the security of the museum, including exhibit spaces, entry points, and restricted areas.
- Enforce museum policies and procedures to maintain a safe environment for guests and staff.
- Respond to security incidents, emergencies, and alarms, ensuring proper protocols are followed.
- Conduct visitor screenings and manage access control for events and daily museum operations.
- Maintain detailed and accurate reports of security incidents, daily activities, and surveillance footage.
- Utilize computer technology to document incidents, communicate with team members, and access security systems.
- Work collaboratively with law enforcement and emergency response teams when necessary.
- Provide excellent customer service to museum guests, assisting with directions, information, and general inquiries.
- Ensure compliance with all security and safety policies and procedures.
- Perform other duties and projects as assigned.

Key Requirements:

- **Required:** Level 2 TOPS Certification (must be obtained before starting work).

- **Required:** Strong working knowledge of computer technology, including security software and Microsoft Office.
- **Required:** Experience with CCTV monitoring and security systems.
- **Preferred:** Prior experience in museum, corporate, or public safety security.
- Strong attention to detail and ability to identify potential security threats.
- Excellent communication and interpersonal skills to engage with visitors and staff.
- Ability to work independently and make sound decisions in high-pressure situations.
- Must be available to work flexible hours, including evenings, **weekends**, and holidays.

Physical Requirements:

- Ability to stand, walk, and patrol for extended periods.
- Ability to lift up to 50 lbs.
- Must be able to respond quickly to emergencies and navigate stairs or obstacles if necessary.

Competencies:

- Judgment/Decision Making
- Communication – Oral and Written
- Attention to Detail
- Customer Service Orientation
- Integrity and Professionalism
- Crisis Management
- Teamwork

Dallas Holocaust and Human Rights Museum Core Values:

Respect: We treat everyone with dignity and respect.

Empathy: We understand that people have varied experiences of struggle and triumph and we treat everyone with compassion.

Inclusivity: We value people's differences and strive to make the Museum accessible to all.

Excellence: We work to perform at the highest possible level in everything we do.

Integrity: We act ethically and transparently.

Courage: We are Upstanders.

The Dallas Holocaust and Human Rights Museum is an equal opportunity employer. We value and strongly encourage a diverse environment.

Applicants, please send a cover letter referencing the job title and a resume to resume@dhhrm.org.