

## Museum Careers

*Grades 9-12*

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## **How to Prepare Your Class for the Distance Learning Presentation**

Teacher Information will be sent or made available to you prior to the program.

Please familiarize yourself with the materials and discuss them with your class.

Have the Teacher Information Packet (T.I.P.) materials on hand in the classroom, ready for the program. These materials may be used during the videoconference.

Be prepared to facilitate by calling on students yourself during the lesson. Students are sometimes initially shy about responding to questions during a distance learning lesson.

Explain to students that this is an interactive medium and encourage them to ask questions.

Reinforce topics discussed in the program by asking students to complete some of the suggested pre- and post-conference activities in the Teacher Information Packet.

We ask teachers, after the program, to please fill out the Evaluation Form and return it to:

Dale Hilton/Distance Learning  
The Cleveland Museum of Art  
11150 East Boulevard  
Cleveland, OH 44106

Thank You!

## Museum Careers

*Grades 9-12*

### Program Objectives:

*Students will learn or understand that...*

- There are a variety of careers available in museums
- What types of education and experience are required for various museum careers
- What steps to take in preparation for a museum career

### Common Core State Standards Applicable:

*English Language Art & Literacy in History/Social Studies, Science, and Technical Subjects-  
Grades 9-10*

**CCSS.ELA-Literacy.W.9-10.7**

**CCSS.ELA-Literacy.WHST.9-10.7**

Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem; narrow or broaden the inquiry when appropriate; synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

**CCSS.ELA-Literacy.SL.9-10.1**

Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners on *grades 9–10 topics, texts, and issues*, building on others' ideas and expressing their own clearly and persuasively.

**Grades 11-12**

**CCSS.ELA-Literacy.W.11-12.7**

**CCSS.ELA-Literacy.WHST.11-12.7**

Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem; narrow or broaden the inquiry when appropriate; synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

**CCSS.ELA-Literacy.SL.11-12.1**

Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners on *grades 11-12 topics, texts, and issues*, building on others' ideas and expressing their own clearly and persuasively.

### **Description:**

This videoconference provides a behind the scenes look at the vital positions needed to operate The Cleveland Museum of Art. Your students will have the opportunity to freely discuss with a featured staff member the projects, career path, influences and aspirations which shaped that person's professional life. The selected staff member brings images or video clips of his or her working environment, information on relevant programs and an enthusiasm for lively interchange with your class. Past presenters have included the Associate Curator of Ancient Art, The Coordinator of Film Programs, and The Curator of the Musical Arts Department.

### **Teaching Extensions:**

1. Prior to the conference, ask the students *how many different jobs do you think are available at an art museum? How many can you list?* After brainstorming, pass out copies of the CMA staff **Organizational Chart**, and copies of the descriptions of **Sample Museum Jobs**. Discuss which departments were unexpected; which jobs sounded most interesting, what department would you like to work in, etc.
2. Prior to the conference, ask the students to come up with some questions for the CMA presenter, such as "What did you study in college?" "What do you enjoy most about your job?"
3. Take the career quiz on the Princeton Review's website:  
<https://www.princetonreview.com/quiz/career-quiz> After the quiz, have students research one of the careers that was suggested, based on their results.

## Sample Museum Jobs:

### THE CLEVELAND MUSEUM OF ART

#### Job Description

#### **JOB TITLE: Accounts Receivable Specialist**

DEPARTMENT: Accounting  
DIVISION: Finance

SALARY LEVEL: NE5  
EXEMPT: No

REPORTS TO: Assistant Controller

Date: 8/8/07

**SUMMARY:** Receives and pays out money, and keeps records of money and negotiable instruments involved in financial transactions by performing the following duties.

#### **MAJOR DUTIES AND RESPONSIBILITIES:**

1. Receives and processes all accounts receivable payments.
2. Verifies daily receipts and prepares weekly deposit with Brinks for Cafe, Parking and Museum Stores.
3. Deposits gifts made to the museum, including those from the wishing well. Maintains sub-ledger for all gifts.
4. Enters all receipts to the Cash Receipts Ledger. Balances daily cash receipts journal to the cash receipts ledger monthly.
5. Processes all miscellaneous deposits such as Slide Library, Education, Special Events, Library, Membership, and vending and copy machines.
6. Prepares and enters journal entries into automated accounting system for accounts receivable and miscellaneous entries.
7. Posts and makes deposits for all paid invoices.
8. Processes accounts payable. Includes inputting invoices, running checks, researching outstanding invoices and resolving other related problems.

9. Performs petty cash responsibilities. Includes cashing checks, reimbursing expenses, giving advances, making banks for Stores, Cafe, Parking, etc., ordering cash from bank and verifying amount, and timely and accurately balancing and reconciling cash box.
10. Processes travel advances and expense reports.
11. Performs various administrative functions and special projects for department personnel as needed. Includes, but is not limited to answering the telephone and taking messages, filing, opening and sorting mail, preparing outgoing mail, making copies, and sending faxes.
12. Prepares information for and responds to questions during external audit.
13. Performs account analysis and assists with gathering information for analysis and special projects.
14. Balances currency, coin, and checks to departmental records for all areas of the museum.
15. Assists in balancing and recording revenue expenses and accounts payable functions.
16. Performs special duties as assigned.

**OTHER RESPONSIBILITIES:**

1. Cooperates in a teamwork fashion with all coworkers to accomplish goals. Demonstrates respect and dignity to coworkers and visitors.
2. Provides excellence in service and always portrays a positive and professional image of CMA.
3. Maintains confidentiality.
4. Follows CMA protocols, procedures, rules and policies.
5. Responsible to maintain a safe and healthful environment in a proactive fashion. Reports hazards, concerns and problems to appropriate personnel.
6. Confers with supervisor relating to personal needs which may conflict with position responsibilities.
7. Responsible for quality in every aspect of responsibility and in service to our visitors.

8. Suggests methods for improvement as appropriate and maintains personal and professional growth.
9. Adheres to Eight Minimum CMA Visitor Pride Values.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Must speak, read, and write English language with proficiency.

**MATHEMATICAL SKILLS:**

Ability to perform basic mathematical concepts such as fractions, percentages, ratios, and proportions and apply to practical situations.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization may exist. Ability to interpret a variety of instructions furnished in various forms.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to handle, operate, and/or feel objects, tools, or controls; reach with hands and arms; and talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision.

**SPECIAL SKILLS/KNOWLEDGE:**

Previous accounting spreadsheet software and bookkeeping experience required.

I have read and understand the role expectations of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



THE CLEVELAND MUSEUM OF ART

Job Description

**JOB TITLE: Curatorial Assistant**

DEPARTMENT: Curatorial  
DIVISION: Curatorial

SALARY LEVEL:  
EXEMPT: YES

REPORTS TO: Curator

**SUMMARY:** Provides administrative and curatorial assistance and support to department's curator(s) by performing the following duties.

**MAJOR DUTIES AND RESPONSIBILITIES:**

Administrative:

1. Answers department phones, screens and routes or responds to callers. May schedule appointments and maintain calendar.
2. Greets and escorts visitors. Arranges accommodations and transportation as necessary.
3. Sorts and routes incoming mail. Attaches files or appropriate documentation as needed for review. Answers routine mail.
4. Composes and types routine correspondence. Prepares, copies, and processes correspondence, reports, drafts/manuscripts, faxes, etc. as requested.
5. Sets-up and maintains all department files and computer records.
6. May arrange travel schedule and reservations for curators.
7. Oversees movement of art for photography, viewing, etc.
8. Prepares, collects, organizes, and disseminates materials and information related to exhibitions and projects.
9. Tracks all loan requests for department. Includes arranging for photography and conservation of the department's collection and writing Trustee Recommendation Forms.
10. Participates in facility planning for department. Includes completing departmental surveys and attending pertinent focus groups.
11. Assures that department is properly stocked with supplies. Requests and assures that all computers and respective equipment are maintained. Offers computer support to curators, if possible, as needed.

12. Coordinates staff of volunteers and interns.
13. Administers receipt of non-collection objects (i.e., on-inspection, benefactor's loans, etc.). Includes requesting expect/ship forms, photography, and conservation requirements.
14. Prepares paperwork for new accessions. Includes gathering information regarding value; writing accession cards; assuring that labels are written; responding to related inquires, both public and in-house; and making arrangements for conservation and photography.

Curatorial:

15. Performs routine research and library work and may perform routine editing of written documents.
16. Upon request, writes gallery object labels.
17. Assumes individual research projects that may relate to special exhibitions, catalogue entries, bibliographic history, and issues regarding provenance.
18. Provides editorial assistance in compiling collection catalogues. Includes collation of materials, computer formatting, proofreading, and obtaining photographic reproduction rights.
19. Organizes and maintains object files, including bibliographic information and obtaining pertinent data and articles relating to objects.
20. Responds to art historical queries from scholars and the general public.
21. Assists with the preparation of exhibitions organized by staff or visiting or collaborating curators. Includes researching objects from other collections; collecting images and arranging for their photography; writing loan letters and other related correspondence; and aiding in the preparation of grant proposals.
22. Regularly assists other departments (Education, Marketing & Communications, Product Development, etc.) with requests for information and/or photographs of objects in the department's collection.
23. Compiles bibliographic material for collection database (Apelles). Works with Registrar to determine needs of department, including the definition and maintenance of sort groups. Troubleshoots formatting, report rendering, or any other problems/issues arising from Apelles relating to the department's collection.
24. Writes/compiles department's activities for quarterly division report and museum's annual report.

25. Couriers artwork as needed.
26. Presents tours to visiting scholars and, upon request, to occasional VIP guests of the Director's Office.

**OTHER RESPONSIBILITIES:**

1. Cooperates in a teamwork fashion with all coworkers to accomplish goals. Demonstrates respect and dignity to coworkers and visitors.
2. Provides excellence in service and always portrays a positive and professional image of CMA.
3. Maintains confidentiality.
4. Follows CMA protocols, procedures, rules and policies in performing responsibilities.
5. Responsible to maintain a safe and healthful environment in a proactive fashion. Reports hazards, concerns and problems to appropriate personnel.
6. Confers with supervisor relating to personal needs which may conflict with position responsibilities.
7. Responsible for quality in every aspect of responsibility and in service to our visitors.
8. Suggests methods for improvement as appropriate and maintains personal and professional growth.
9. Adheres to Eight Minimum CMA Visitor Pride Values.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree (B.A.) in art history minimum, Masters Degree (M.A.) preferred; two years related experience and/or training; or equivalent combination of advanced education and experience.

**LANGUAGE SKILLS:**

Ability to read and interpret correspondence, reports, publications and documents such as safety rules, policies, and procedure manuals. Ability to compose reports and correspondence. Ability

to speak effectively to callers, visitors, and employees of the museum. Should have working knowledge of one or more Western European languages.

**MATHEMATICAL SKILLS:**

Ability to apply basic mathematical concepts.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of variables in situations where only limited information readily exists. Ability to interpret a variety of instructions furnished in various forms.

**SPECIAL SKILLS/KNOWLEDGE:**

Employee should be a team player with excellent organizational, interpersonal, and written and oral communication skills, as well as the ability to prioritize work projects, work independently with limited direction, and work well under pressure to meet deadlines. Must be computer literate, familiar and experienced with modern office systems and technology, and proficient in various software applications, including word processing. Familiarity with an automated collections management system preferred as well as previous experience in basic research and writing/editing. Must be able to interact diplomatically with staff members at all levels and outside curators and collectors. Familiarity with the museum's collection very helpful.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to operate, handle, or feel objects, or controls. The employee is routinely required to walk, sit, reach with hands and arms, and talk or hear.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

I have read and understand the role expectations of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

THE CLEVELAND MUSEUM OF ART

Job Description

**JOB TITLE: Museum Store Supervisor**

DEPARTMENT: Retail Stores  
DIVISION: Operations

SALARY LEVEL: NE4  
EXEMPT No

SHIFT: FT-Varies

DATE:

**SUMMARY:** Sells and displays merchandise, promotes sales of museum merchandise, memberships and events, and provides exceptional customer service by performing the following duties.

**MAJOR DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Assist Sr. Assistant Manager with the day-to day operations of the museum store, including but not limited to store opening and closing, staff coaching and motivation.
2. Maintain a high level of customer service ensuring that customer needs are met and complaints are resolved. Ensure that staff is trained and competent in this area.
3. Assist with staff training in sales procedure and product knowledge.
4. Ensure that proper cash handling procedures are followed.
5. Follow inventory management procedures including receiving merchandise, pricing, restocking, and controls to reduce shrinkage. Participate in physical inventories.
6. Continuously develop knowledge of museum exhibitions, activities and programs by reading museum publications and press releases, attending gallery talks and communication with staff in other museum departments, etc.
7. Participate in the planning and implementation of store merchandising, layout and customer traffic flow as to maximize sales, customer satisfaction and appearance.
8. Performs other related duties as assigned.

## **OTHER RESPONSIBILITIES:**

1. Cooperates in a teamwork fashion with all coworkers to accomplish goals. Demonstrates respect and dignity to coworkers and visitors.
2. Provides excellence in service and always portrays a positive and professional image of CMA.
3. Maintains confidentiality.
4. Follows CMA protocols, procedures, rules and policies in performing responsibilities.
5. Responsible to maintain a safe and healthful environment in a proactive fashion. Reports hazards, concerns and problems to appropriate personnel.
6. Confers with supervisor relating to personal needs which may conflict with position responsibilities.
7. Responsible for quality in every aspect of responsibility and in service to our visitors.
8. Suggests methods for improvement as appropriate and maintains personal and professional growth.
9. Adheres to Eight Minimum CMA Visitor Pride Values.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE:**

Associate's degree in business or related field and two years in a retail supervisory role and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.

## **MATHEMATICAL SKILLS:**

Ability to apply basic mathematical concepts.

## **REASONING ABILITY:**

Ability to apply commonsense understanding to carry out instructions furnished in various forms. Ability to deal with problems involving several concrete variables in standardized situations.

**OTHER SKILLS and ABILITIES:**

Employee should have good math skills and the ability to communicate effectively with the public and staff. Ability to operate POS system. Some knowledge of art history preferred.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; and use hands to operate, handle, or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms.

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and color vision.

I have read and understand the role expectations of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

THE CLEVELAND MUSEUM OF ART

Job Description

**JOB TITLE: Planned Giving Coordinator**

DEPARTMENT: Development/External Affairs  
Development

EXEMPT: EX4

DIVISION:

SHIFT: 9-5

REPORTS TO: Associate Director, Planned and Major Gifts

REVISED BY:

DATE: 6/30/04

APPROVED BY:

DATE: 7/2/04

**SUMMARY:** Assists the Associate Director, Planned and Major Gifts, in securing current and deferred gifts. Coordinates marketing and donor relations initiatives, with special emphasis on internet-based efforts, and gift annuity program. Participates in donor identification, cultivation, solicitation and stewardship activities to help sustain the growth of the planned and major gifts program.

**MAJOR DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Responds to inquiries and proactively follows-up with donors, prospects and their financial and legal advisors.
2. Coordinates Gift Annuity program. Prepares proposals, makes follow-up phone calls, prepares agreements, arranges signing, records necessary information in database, sends appropriate acknowledgements, orders quarterly checks, and oversees mailing of checks. Maintains list of open proposals and follows-up as appropriate.
3. Oversees semi-annual newsletter publication. Develops timeline in conjunction with museum's publication department, writes newsletter articles as needed, creates response devices and return envelopes, arranges for purchase of prepared articles and follow-up materials, develops mailing list(s), arranges for mailing through mail house.
4. Coordinates web-based marketing initiatives. Works with Crescendo and museum's IT department to coordinate "the look" of the Planned Giving page(s) of the website, maintain up-to-date information, and provide interactive proposal capabilities. Forwards weekly emails to professional advisors and/or donors. Responds to all web-based inquiries.
5. Assists in the creation of printed planned giving materials, including brochures, forms and recognition documents and gifts. Maintains supply of pre-printed materials to ensure availability.



6. Serves as primary liaison with museum's marketing and publication staffs. Ensures articles are submitted for publication in Members Magazine and seeks other opportunities to "piggyback" on museum efforts. Works with staff to create generic planned giving materials and simple brochures about specific planned gifts.
7. Coordinates advertising efforts. Purchases time on WCLV and other stations as appropriate, prepares copy, arranges for taping sessions, and monitors effectiveness. Arranges for printed materials to be used in follow-up.
8. Coordinates donor seminars. Arranges schedule, designs and implements promotional program, develops presentations as needed, arranges for printed materials, coordinates follow-up surveys and mailings, maintains list of attendees for future contact.
9. Coordinates activities of the Planned Giving Council. Maintains membership lists, attends Executive Committee meetings and takes minutes, organizes annual summer event and spring breakfast, and responds to inquiries and requests from members.
10. Participates in ongoing stewardship and recognition programs and special events for members of the Legacy Society and major gift donors.

**OTHER RESPONSIBILITIES:**

1. Cooperates in a teamwork fashion with all coworkers to accomplish goals. Demonstrates respect and dignity to coworkers and visitors.
2. Provides excellence in service and always portrays a positive and professional image of CMA.
3. Maintains confidentiality.
4. Follows CMA protocols, procedures, rules and policies in performing responsibilities.
5. Responsible to maintain a safe and healthful environment in a proactive fashion. Reports hazards, concerns and problems to appropriate personnel.
6. Confers with supervisor relating to personal needs which may conflict with position responsibilities.
7. Responsible for quality in every aspect of responsibility and in service to our visitors.
8. Suggests methods for improvement as appropriate and maintains personal and professional growth.
9. Adheres to Eight Minimum CMA Visitor Pride Values.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are

representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's degree (B. A.) and two years related experience and/or training; or equivalent combination of education and experience. Some legal and/or financial experience preferred. Knowledge of basic estate planning vehicles helpful. Must possess excellent verbal and written communication skills and be able to work with donors, prospects, trustees and a wide variety of museum staff. Excellent attention to detail required. Confidentiality and diplomacy essential.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals and professional journals. Ability to write creative copy for planned giving publications and website as well as concise reports, business correspondence, and other job related material. Ability to effectively present information and respond to questions from museum staff, corporate donors, members of museum-affiliated organizations, the general public, and legal and financial communities.

**MATHEMATICAL SKILLS:**

Ability to process, calculate, and give an accounting of donor gifts.

**REASONING ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions furnished in various forms and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to operate a computer; reach with hands and arms; and talk or hear. The employee is regularly required to stand; walk; and sit.

Specific vision abilities required by this job include close vision.

**SPECIAL SKILLS/KNOWLEDGE:**

Employee should possess strong organizational, research, computer, interpersonal, and communication skills, as well as the ability to prioritize work projects and work well under pressure to meet deadlines. Previous experience with word-processing, accounting/ spreadsheet, planned giving and database software helpful. Ability to inspire confidence, trust, and cooperation essential.

I have read and understand the role expectations of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

THE CLEVELAND MUSEUM OF ART

Job Description

**JOB TITLE: Security Guard**

DEPARTMENT: Protection Services  
DIVISION: Design & Facilities

SALARY LEVEL: BU3  
EXEMPT: No

SHIFT: Varies

REPORTS TO: Managers/Chief of Protection Services

DATE: 1/1/03

**SUMMARY:** Protects the collection and museum premises against fire, theft, vandalism and other dangers that might result in damage or loss. Must have the ability to assist and ensure the evacuation of patrons and employees during emergencies. Must be able to provide first aid assistance.

**MAJOR DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Patrols assigned galleries for theft, vandalism, and unruly behavior among visitors. Reports suspicious activity to sergeants as necessary. Effects the arrest of person(s) that commit criminal offenses or assists in the arrest of same. Remains at assigned post and patrol area as required until relieved.
2. Examines display cases to determine that they are secure and have not been tampered with or damaged.
3. Warns violators of rule infractions, such as touching works of art, smoking, or carrying forbidden articles. Apprehends or expels persons engaging in suspicious or criminal acts, requesting back-up support as needed.
4. Informs proper personnel of burned-out lights in the galleries.
5. Watches for and reports irregularities such as damage to art objects, unkempt areas requiring the attention of house-keeping, fire hazards, leaking water pipes, and security doors and display cases left unlocked.
6. Observes departing personnel to guard against theft of company property, examining brief cases and bags. Requires permits from employees for tools or materials taken from Museum premises.
7. Prepares incident reports for property damage and unusual occurrences observed.
8. Assists patrons by answering questions and providing them with information, directions, and assistance in emergency situations.

9. Maintains cleanliness of assigned galleries. Sweeps floor and cleans glass cases and other non-art objects as needed.
10. Turns lights on and off in galleries at appropriate times.
11. Responds to alarms in display cases quickly and handles them efficiently. Sounds alarms or calls police or fire department in case of fire or presence of unauthorized persons on premises. Performs duties related to emergency situations within the building and on the premises.
12. Escorts visitors and contractors throughout building.
13. Secures galleries and Museum premises when closing. Makes sure all patrons have exited.
14. Early Person: Hands-out and collects keys from employees entering and exiting the building. Opens and closes North Door.
15. When working North and South door entrances: Answers telephones. Greets people with appointments, informs appropriate department of their arrival, and provides badges. Screens visitors and school groups for prohibited items, directing them to cloak room to check items in. Issues passes at own discretion or as instructed by supervisors.
16. Monday Crew: Screens all people entering at North Door. Distributes and collects passes. Monitors Library visitors.
17. Trains new employees as assigned.
18. Covers other positions within the Security Department as needed.
19. Relieves watch persons and parking attendants, assists at cloak room, directs traffic, performs crowd control and serves as ushers in auditorium as needed. Patrols lagoon and adjoining areas as assigned. Answers telephones and transfers calls when switchboard is closed.
20. Maintains a neat, clean uniform and appearance while on duty.
21. Performs other similar and/or related duties as requested by department supervisor or higher authority.

**OTHER RESPONSIBILITIES:**

1. Cooperates in a teamwork fashion with all coworkers to accomplish goals. Demonstrates respect and dignity to coworkers and visitors.
2. Provides excellence in service and always portrays a positive and professional image of CMA.
3. Maintains confidentiality.
4. Follows CMA protocols, procedures, rules and policies in performing responsibilities.
5. Responsible to maintain a safe and healthful environment in a proactive fashion. Reports hazards, concerns and problems to appropriate personnel.
6. Confers with supervisor relating to personal needs which may conflict with position responsibilities.
7. Responsible for quality in every aspect of responsibility and in service to our visitors.
8. Suggests methods for improvement as appropriate and maintains personal and professional growth.
9. Adheres to Eight Minimum CMA Visitor Pride Values.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED); previous experience and/or training preferred; or equivalent combination of education and experience. 205 hour State of Ohio Private Police Commission preferred. College coursework helpful as well as prior first-aid and CPR training.

**LANGUAGE SKILLS:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information and respond to questions and requests from patrons, supervisors, and museum staff. Must be able to speak, read and understand English language proficiently.

**REASONING ABILITY:**

Ability to apply commonsense understanding to carry out instructions furnished in various forms. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand 8-12 hours per day. The employee is regularly required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**SPECIAL SKILLS/KNOWLEDGE:**

Employee should have excellent interpersonal skills, be dependable, and be willing and available to work evenings and weekends as required. Ability to communicate effectively with a wide variety of people in a variety of situations essential. Prior experience using two-way radios and working with alarm systems helpful. Must not have been convicted on any crime of dishonesty, breach of trust, theft, violence or substance abuse.

I have read and understand the role expectations of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Additional Resources:**

Monster.com – articles and advice on everything from internships to career-planning

<https://www.monster.com/career-advice/>

The Princeton Review – A quiz to see what jobs might be suited to your interests. The site also has information and advice on choosing colleges and careers.

<https://www.princetonreview.com/quiz/career-quiz>



# The Cleveland Museum of Art Distance Learning Evaluation Form

Your Name \_\_\_\_\_

Your School \_\_\_\_\_

School Address (with zip code) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Grade/Class of students (e.g. 10th grade French) \_\_\_\_\_

Program Title \_\_\_\_\_

Program Date \_\_\_\_\_

**Thank you so much for your participation in our distance learning program. We would appreciate your response to these questions by circling the appropriate answer and returning the survey. Please Mail or Fax to Dale Hilton at 216-707-6679**

**5= Strongly Agree      4= Agree      3= Neither Agree nor Disagree  
2= Disagree            1= Strongly Disagree**

1. The teacher information packet was helpful for preparing my class and me for the distance learning lesson.  
5                      4                      3                      2                      1
2. The teaching style of the on-camera instructor was interesting, engaging and fostered interaction.  
5                      4                      3                      2                      1
3. The Teacher Information Packet was helpful in providing interdisciplinary extension activities that I did use or plan to use.  
5                      4                      3                      2                      1
4. The distance learning lesson successfully taught its objectives.  
5                      4                      3                      2                      1
5. The distance learning lesson was not interrupted by technical difficulties.  
5                      4                      3                      2                      1
6. The pre-requisites the distance learning lesson and extensions are aligned with The National Education standards.  
5                      4                      3                      2                      1
7. I plan to register for another distance learning lesson.  
(circle one)                      Yes                      No

If no, why? \_\_\_\_\_

8. I would like more information about The Cleveland Museum of Art's Teacher Resource Center.  
(circle one)

Yes

No

9. Why did you choose The Cleveland Museum of Art Distance Learning?  
(circle one)

- a.) Price Point
- b.) Quality of lessons
- c.) Selection of lessons
- d.) Ease of working with CMA
- e.) Other

10. How did you hear about The Cleveland Museum of Art Distance Learning program?  
(circle all that apply)

- a.) CMA inservice
- b.) CILC
- c.) TWICE
- d.) Conference
- e.) Brochure
- f.) The Cleveland Museum of Art website
- g.) The Teacher Resource Center
- h.) Other

11. Do you have any additional comments about the distance learning lesson?

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*Please return the completed teacher evaluation form to:*

**Dale Hilton/Distance Learning  
The Cleveland Museum of Art  
11150 East Boulevard  
Cleveland, OH 44106**

**Or fax to Dale Hilton at 216-707-6679**