



Director of Security

Security Department

OVERVIEW

The Baltimore Museum of Art (BMA) is seeking a hands-on, and highly visible Director of Security. The Director of Security is responsible for the protection of the collection, staff, and visitors of the BMA. They will develop a highly responsive and customer service-oriented team of security officers and gallery attendants, who create a safe, pleasant, and welcoming experience for all visitors and colleagues.

The Baltimore Museum of Art is a world class, internationally recognized museum, recently ranked by the *Washington Post* as one of the top 20 museums in the United States and has the world's largest public collection of works by Henri Matisse. The BMA embodies a commitment to artistic excellence and social equity in every decision from art presentation, interpretation, and collecting to the composition of the Board of Trustees, staff, and volunteers — creating a museum welcoming to all. As a highly visible representative of the museum to the public, the Director of Security must be a friendly, collaborative team leader with the ability to handle a wide array of relationships and visitor, member, staff and guest needs.

The Director of Security reports to the Chief Operating Officer and interacts with staff at all levels of the museum, external stakeholders, and the public. This position is responsible for the direct supervision of a large, diverse, 24/7 operation with 4 direct report supervisors.

RESPONSIBILITIES

Responsibilities include but are not limited to:

- Collaborating with museum colleagues to evaluate existing and introduce new safety and security policies and procedures; implementing those policies and procedures as necessary to attain full compliance with any existing guidelines established by American Alliance of Museums and the Association of Art Museum Directors.
- Recruiting and overseeing a team of more than 40 professional customer service-oriented Security Officers and Gallery Attendants who are members of a collective bargaining unit, the Baltimore Museum of Art Union (BMAU)
- Working closely with the Senior Director of Events and Visitor Experience to create a welcoming visitor experience and to ensure staffing of all events, including those after operating hours.
- Ensuring that officers and gallery attendants are fully trained in all museum Security and Emergency/Evacuation procedures.
- Conducting emergency evacuation training for all staff on a regular basis.
- Fostering an environment of continued learning and visitor engagement through collaboration with other departments including but not limited to Curatorial, Visitor Experience and Education.
- Overseeing the smooth operation of all electronic, computerized, integrated security/CCTV systems, and providing appropriate levels of training for staff.
- Overseeing and monitoring the fire suppression systems and working closely with the Director of Facilities and Engineering on the maintenance and testing of fire equipment.

- Overseeing maintenance of parking equipment and ensuring appropriate staff are trained to assist with equipment malfunctions.
- Preparing, maintaining and evaluating the Security Department operating budget.
- Acting as liaison to Baltimore City Police and Fire Departments and Johns Hopkins University Police and Security Departments.
- Working closely with the Director of Operations and Capital Planning to report on observable building conditions and to maintain secure and safe building structure
- This position is on call and will respond to the museum as required or render guidance 24 hours/7 days a week/ 365 days a year. Incumbent will be expected to work regularly on weekends and additional hours as needed.

QUALIFICATIONS

- Bachelor's Degree in a Management or Security related field or professional experience equivalent
- 8-10 years' progressive management experience, preferably in a museum, historic property, cultural, or hospitality setting
- Proven record of managing a large, diverse team. Experience managing in a unionized workplace preferred.
- Strong leadership, interpersonal, planning, organizational and customer service skills
- Excellent written and oral communication skills; training, presentation, negotiation, problem solving, and conflict resolution skills.
- Thorough working knowledge of integrated security / fire systems and related technology
- Baltimore City residence highly desirable
- Skilled in the use of Microsoft Office Suite including Word, Outlook, Excel and PowerPoint; cloud-based timekeeping system

BENEFITS

The BMA is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

We offer a competitive salary and a generous benefits package. For this exempt position we offer medical, dental, vision, prescription, 403b retirement plan with match, long term disability, flexible spending account, flexible and condensed scheduling, museum and restaurant discounts, and reduced gym membership fee. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

SALARY - \$91,000 – \$95,000

APPLY

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that an applicant meets 100% of the qualifications for a given role. Therefore, if much of this posting describes you, then you are highly encouraged to apply for this role.

Please send a cover letter with salary requirements and resume to HR@artbma.org with “Director of Security” your first and last name in the subject line.

Incomplete application materials will not be considered.

Position will be posted until filled.

All employees must be legally authorized to work in the United States. The museum does not sponsor work visas.