Gardiner Museum

Security & Events Assistant Manager

Application Deadline: April 24, 2018 at 5 pm
Start Date: asap
Salary: $38,000 pro-rated
Term: One-year contract, part-time, 30 hours per week

The Gardiner Museum celebrates the art of ceramics and engages local and international audiences by promoting understanding of the long history of people crafting in clay. Through the display of its permanent collections and special exhibitions, as well as through studio education, programs that engage diverse communities, and major contributions to scholarship, the Gardiner champions ceramics. The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the most important specialty museums internationally.

The Museum hosts a variety of events ranging from lectures, performances, forums, workshops, and special events. Additionally, the Gardiner rents its space to external clients. An Events Supervisor is being recruited to our facilities team to support the delivery of events and to act as a liaison between the security team and clients/delivery staff.

Supervisor/Manager: Security & Facilities Manager

Duties

Event Supervision

- Act as liaison between security staff and event coordinator
- Attend weekly production meeting
- Keep up to date and address all problems with plans for upcoming rental events and space rentals.
- Set-up for, tear-down, staff, and supervise rentals
- Track guest lists for Gardiner events
- Keep detailed post-event reports
- Provides IT/AV support

Facility Management

- Perform housekeeping when required
- Operate building and lighting operation systems
- Perform minor repairs
- Snow removal
- Keep reports of required maintenance

Security

- Conduct patrols of the building
- Utilize and monitor security, camera, and lighting systems
- Perform first aid and CPR
- Write and file reports on all security issues and/or occurrences

Customer/Visitor Service

- Answer inquiries over the phone and in person
- Open and close the tills
- Staff the front desk as required for programming and admission sales

Management

- Supervise a team of security guards, gallery sitters and housekeeping staff

Requirements

- Minimum of two to five years as an event supervisor, coordinator or in a facilities role
- Experience working in a cultural institution
- Experience in a unionized environment
- Experience working as a security guard is an asset

Technical or mechanical skills

- Knowledge of Microsoft office
- First Aid certification

Interpersonal/People Management skills

- Excellent customer service, including handling public queries or concerns and creating a welcoming atmosphere
- Excellent interpersonal and communication skills, including experience with teamwork and leadership
- Experience supervising others
- Good writing and communication skills
- Experience with scheduling

Bona fide education licenses or degrees required

- High School Diploma
- Post-secondary diploma or degree (completed or in progress)
- Ontario security license is an asset

Working conditions and Special conditions of employment

- Must be available to work on evenings and weekends for events
- Comfortable standing for an extended period

Applicants are not required to possess a security license or first aid certificate – you will be trained at completion of probationary period.

To apply, candidates should submit a letter of interest and CV in one PDF document by April 24, 2018 at 5 pm to hr@gardinermuseum.com. Please reference "Security & Events Assistant Manager" in the subject line. No phone calls or visits please. For further information on the Gardiner Museum, please refer to our website: www.gardinermuseum.com.

The Gardiner Museum is an equal opportunity employer. Reasonable accommodations for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.