



## IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Relief Security Guard	
Position Number	Community	Division/Region
71-11982	Yellowknife	Culture and Heritage / HQ

## PURPOSE OF THE POSITION

The Relief Security Guard provides services at the Prince of Wales Northern Heritage Centre (PWNHC) to ensure the safety of staff and visitors, as well as the overall security of the building and its assets, including exhibits and valuable archival, archaeological and museum collections. The Relief Security Guard is frontline staff and plays a key role in communicating and enforcing the Operational Guidelines of the PWNHC to the public.

## SCOPE

Located in Yellowknife, the Relief Security Guard reports to the Manager of Museum Building Operations (Manager), and provides security services for the Prince of Wales Northern Heritage Centre, and ensures the safety of staff, visitors, contractors, as well as the building and assets. The security team plays a role in complying with *NWT Occupational Health and Safety Act* and the Operational Guidelines of the PWNHC. The security team help to ensure *the NWT Archives Act* and Government of the Northwest Territories (GNWT) Heritage Services Policy are followed by keeping collections safe.

The PWNHC functions as the territorial museum and archives, and provides services to the public such as exhibits, meeting spaces and a café. The PWNHC is open seven days a week and has approximately 53,000 visitors per year. The PWNHC is a \$32M facility which was built to protect and preserve the NWT's archives, museum and archaeological collections.

As the collections are irreplaceable the Relief Security Guard plays a key role in protecting the collections from hazards such as theft, fire, pests, vandalism, and helps to monitor the environmental conditions. The incumbent works closely with the visitor service team, building maintainer, conservator, janitorial, general contractors and pest management services.



The incumbent is required to address and resolve complaints, disputes and violations with visitors regarding museum policies and to remain calm and take control in stressful and first aid and emergency situations.

The PWNHC receives approximately 150 guests a day, many of which are children; the work environment can be noisy.

Established as a shift worker position, the Security Guard may be presented with additional responsibilities such as standby to respond to alarms.

## **RESPONSIBILITIES**

### **1. Provides services to the PWNHC to ensure the security of the priceless collection of NWT culture and heritage.**

- Follows post orders (i.e., PWNHC policies and written direction).
- Makes regular surveillance patrols checks to all interior/exterior areas of the building.
- Opens and closes galleries and public areas.
- Monitors security cameras.
- Records all irregularities and extraordinary events in a security log or incident report.
- Ensures that public and staff abide by the rules and procedures set out in the PWNHC Operational Guidelines.
- Takes appropriate action when unlawful activities are witnessed or reported within PWNHC or on the surrounding grounds.
- Monitors access control to different security zones of the building as appropriate.
- Assists with key control.
- Accompanies contractors or others to secure areas as required.
- Receives shipments and deliveries.

### **2. Oversees activities to ensure the safety of visitors, staff, and contractors at the PWNHC.**

- Acts as primary contact and First Responder in first aid and emergency situations.
- Plays a primary role in all building evacuation scenarios.
- Plays a central communications role to coordinate services in the event of an emergency (e.g., alarm provider, building maintainer, fire services, etc.).
- Maintains safety equipment and supplies including first aid kits, AED, etc.
- Reports hazards that may exist for public or staff to the Manager.
- Provides Occupational Health and Safety (OHS) orientation to contractors and visitors as needed.

### **3. Assists with the maintenance of the PWNHC facility, grounds and equipment.**

- Reports day to day building and grounds deficiencies through the use of the incident reports.



- Conducts relevant checks, Preventative Maintenance Procedures and inspections of equipment including company vehicle.
- Monitors environmental controls to ensure temperature and humidity levels are maintained for safekeeping of exhibits and collections.
- Assists with basic maintenance of exterior of building.
- Maintains public areas in a professional and tidy manner.
- Generally, assists in keeping the public areas of the building and grounds to a professional standard, taking action and reporting deficiencies as needed.

#### **4. Assists with Visitor Services at the PWNHC.**

- Anticipates the needs of visitors and offers appropriate assistance.
- Liaises with rental clients to ensure policies are followed.
- Arranges furnishings and equipment before and after in-house events.
- Provides basic support for audio-visual equipment in auditorium.
- Records and compiles visitor statistics and guest data.
- Ensures exhibits are in good working order, notifying the Exhibit Manager if there are issues.
- Provides relevant feedback to the Education and Exhibits team regarding visitor responses to exhibitions/programming based on observations, including visitor questions and complaints.
- Assists with the shipping and receiving of materials as necessary.

### **WORKING CONDITIONS**

#### **Physical Demands**

The incumbent spends more than 50% of the work period standing or walking. This position requires the incumbent to arrange furniture and equipment at the facility, which involves lifting and carrying heavy or bulky items (up to 50 lbs.). Crawlspace patrols require bending and crawling through the lower section of the basement.

#### **Environmental Conditions**

The incumbent is required to check mechanical equipment and may enter areas that contain chemicals.

#### **Sensory Demands**

It is essential that the incumbent use their senses including smell and hearing to detect out of the ordinary situations (such as smoke, mold, chemicals, faulty equipment) that may present health and safety hazards to staff, visitors or may indicate equipment malfunctions.

#### **Mental Demands**

No unusual demands.



### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of and/or the ability to acquire knowledge relating to intrusion detection, fire detection-suppression, and video surveillance systems.
- Ability to learn and apply understanding of crowd control and de-escalation techniques.
- Ability to learn and apply knowledge relating to safety, first aid and emergency response.
- Verbal communication skills to allow for competent management and response of an emergency situation.
- Listening and interpersonal skills and the ability to provide exceptional customer service.
- Detail oriented and the ability to problem solve.
- Able to use computer software and learn new systems.
- Ability to remain calm in an emergency or first aid situation.
- Ability to write clearly and concisely.
- Ability to communicate clearly over telephone, two-way radio/intercom.
- Ability to positively interact with visitors.
- Ability to be diplomatic and to maintain confidentiality.
- Ability to consistently follow procedures, processes, and policies.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

### **Typically, the above qualifications would be attained by:**

Completion of grade 10 and two (2) years of relevant experience.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

Standard First Aid and CPR certification required.

### **Position Security**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check



**French language** (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Indigenous language:** Select language

- ☐ Required  
☐ Preferred