**Mark Twain House & Museum**

**Job Description**

**Job Title:** Maintenance/Security Specialist

**Department:** Maintenance & Security

**Classification:** Full Time

**Date:** January 31, 2022

**Reports to:** Director of Maintenance & Security

**Job Summary:** Periodically patrols buildings and grounds. Familiar with standard concepts, practices and procedures within a particular field. Rely on experience and judgment to plan and accomplish goals. Perform a variety of tasks. Work under general supervision. A certain degree of creativity and latitude is expected.

**Specific Responsibilities:**

* Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment and access points; permitting entry.
* Obtain help by sounding alarms.
* Prevent losses and damage by reporting irregularities, informing violators of policy and procedures; restraining trespassers.
* Control traffic by directing drivers.
* Complete reports by recording observations, information, occurrences and surveillance activities; interviewing witnesses; obtaining signatures.
* Maintain environment by monitoring and setting building and equipment controls.
* Maintain organization's stability and reputation by complying with legal requirements.
* Ensure operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
* Contribute to team effort by accomplishing related results as needed.
* Ensure the security, safety and well-being of all personnel, visitors and the premises.
* Provide excellent customer service.
* Adhere to all company service and operating standards.
* Remain in compliance with local, state and federal regulations.
* Respond to emergencies to provide necessary assistance to employees and customers.
* Protect the company's assets relative to theft, assault, fire and other safety issues.
* Follow procedures for various initiatives, including fire prevention, property patrol, traffic control and accident investigations.

***General Duties:*** Security Officer top skills & proficiencies:

* Written and Verbal Communication
* Following Complex Instructions
* Interpersonal Skills
* Knowledge of Security Operations and Procedure
* Manage Multiple Tasks
* Knowledge of Basic Security and Fire Inspection Procedures
* Lifting
* Surveillance Skills
* Judgment
* Objectivity
* Dependability
* Emotional Control
* Integrity
* Safety Management
* Professionalism
* Reporting Skills

**Maintenance Duties and Responsibilities:**

* Perform minor fixes, such as repairing broken locks, damage to walls, etc.
* Install necessary appliances and equipment as needed.
* Check control panels and electrical wiring to identify issues.
* Maintain grounds, including garden and yard upkeep, trimming, edging, collecting trash, etc.
* Perform necessary cleaning activities, such as dusting, mopping, trash removal, etc.
* Complete regular maintenance tasks, such as replacing light bulbs.
* Inspect and troubleshoot various equipment and systems.
* Test the functionality of the facility’s safety systems.
* Collaborate with a team of workers and other professionals during renovations and facility expansions.
* Report to Director of Maintenance & Security regarding issues resolved, those needing attention, and those currently in progress.

**Internal Contacts:** All staff having business with the Maintenance & Security Department.

**Qualifications:**

* Requires a high school diploma or its equivalent and 1-2 years of experience in the field or in a related area. Must have personal vehicle.

**Salary:** Commensurate with experience

**Schedule:** 35 hrs./week. After hours and weekend work is required.

**Disclaimer:**

This description indicates the general aspects of the position and is not intended to be a comprehensive inventory of all duties, responsibilities, and qualifications of this position. Management may add to or modify the duties of this position or designate other functions as essential at any point in time.

***The mission of The Mark Twain House & Museum:*** *From this house, Mark Twain changed the way the world sees America and the way Americans see themselves. We carry on his legacy.*