



Classification Description

Job Title: Art Gallery Community Service Technician **Pay Grade:** CT034

Job Code: 4769

FLSA Status: Non-Exempt

Job Purpose

The Art Gallery Community Service Technician provides a visible professional presence, creates a positive visitor experience, aids gallery and museum staff and contractors, and maintains a safe and secure environment for the works of art and the museum's facilities. The Art Gallery Community Service Technician must have strong interpersonal skills, be capable of standing for extended periods of time within the art gallery and/or museum, if warranted, and have keen observation skills.

This position is also responsible for providing community services on designated campus to ensure a safe and secure environment for students, faculty, staff and visitors. Duties include patrolling the campus, if needed, and performing community service work on various campuses when the art gallery and museum are closed.

General Responsibilities

Essential Functions

Ensures the protection of art gallery and/or museum works of art by patrolling assigned area(s) when the art gallery and/or museum is open.

Deters unauthorized persons from touching, handling, defacing, or otherwise tampering with works of art and/or museum property.

Enforces general art gallery/museum policies to ensure the safety of its employees, visitors and art collections.

Facilitates the intake of parcels and packages per established procedures.

Assists in building evacuation and preservation of art collections in times of emergency.

Monitors and immediately reports potential safety violations, critical incidents, and unusual or suspicious activity.

ART GALLERY COMMUNITY SERVICE TECHNICIAN

Interacts with visitors by providing general and wayfinding information in a pleasant and responsive way.

Performs light housekeeping duties and generally assists in maintaining a presentable environment for visitors.

Maintains radio communications with coworkers and supervisors during the assigned work shift.

Supports the mission of the art gallery/museum in all activities.

Conducts regular foot patrols for assigned area(s) to ensure the environment is safe for students, faculty, staff and visitors. Observes surroundings through these patrols and takes appropriate measures to eliminate safety concerns to ensure protection of College facilities and assets.

Responds to various non-emergency calls for service such as access control requests, inoperable access mechanisms and/or requests for assistance, if warranted.

Maintains regular contact with supervisor when dispatched to appraise an emergency situation; keeps appropriate individuals informed of the status and location of incidents; partners with other agencies and personnel to ensure proper handling of emergency calls in a support function.

Assists other law enforcement agencies, fire departments and emergency medical technicians in a support function.

Alerts supervisor to issues or activities discovered during regular patrols that may have an impact on the safety and security of students, staff and visitors.

Documents incidents and related outcomes through the appropriate report management program; ensures reports are completed in an accurate and timely manner; maintains confidential records.

Assists with the administration of policies, procedures and programs including emergency management notification, life safety, fire and sanitation.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

ART GALLERY COMMUNITY SERVICE TECHNICIAN

Knowledge, Skills and Abilities

Minimum Qualifications

High School diploma or GED.

Two (2) years of full-time experience in law enforcement, security, public safety management, or customer service. An appropriate combination of education and experience may be substituted.

Ability to work various shifts including day, afternoon, evening and overnight hours as the College dictates.

Ability to independently travel to any of the FSW campuses: Lee, Collier, Charlotte or Hendry/Glades.

May be designated as “Essential Personnel” in times of emergency.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

ART GALLERY COMMUNITY SERVICE TECHNICIAN

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking and standing. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Performs work duties both inside and outside. Incumbents will be exposed to heat, rain and other weather conditions.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: December 3, 2025.