

MEMPHIS



BOTANIC
GARDEN

Home of the
Goldsmith Civic Garden Center

Job Title: Security Attendant

The Memphis Botanic Garden is a 96-acre garden in the heart of urban Memphis. We feature over 30 display gardens, a wide array of educational programming, community & private events, and an outdoor amphitheater hosting major entertainment acts.

The Garden is currently seeking a Security Attendant to join our team. This part time position has the opportunity to grow into a full time position and reports to the Guest Services Manager. The Security Attendant is the first point of contact for our guests, visitors, vendors, and staff. As such, the successful candidate takes pride in their appearance and daily duties.

This person must remain alert, vigilant, and display an extraordinary customer service attitude when encountering our visitors and guests. The Security Attendant at the Garden must also observe and report and have a

calm demeanor during any emergency situation.

Type: Part Time / Hourly (with an opportunity to grow into a full time position)

Reports to: Guest Services Manager

Primary Responsibilities:

- Observe and report any and all suspicious behavior while on duty.
- Provide parking assistance and direction to guests.
- Patrol the grounds of the property utilizing a motorized golf cart, as well as having the ability to patrol the grounds by foot.
- Cross-train in operational tasks such as as event set-up/breakdown, housekeeping, or other duties to assist as needed.
- Must possess a positive and outstanding customer service attitude at all times.
- Ensure that all doors and gates are open for the beginning of the shift and closed at the end of the shift.
- Maintain a professional appearance at all times.
- Be vigilant, alert, and visible while on duty.
- Respond to all emergencies and incidents promptly and according to Garden policies.
- Complete incident reports during the shift to which you are assigned.
- Assist employees and visitors with any concerns they may have.
- Know when to call law enforcement when necessary.
- Ensure that you are available for the front desk as needed.
- Are aware of the ways to professionally egress customers at the end of the day or at the end of an event.
- At all possible times, interact with guests with a smile.
- Be able to operate a golf cart safely through and around the property.
- Be able to pass-down information with the front desk and the on-coming Security Attendant.
- Performs various physical duties as assigned.
- Completes other tasks as assigned.

Education/Experience:

- High school diploma or general education degree (GED) required
- Must be at least 18 years of age
- Previous security-related work experience preferred

Skills / Abilities:

- Ability to stay levelheaded and respond quickly in stressful situations
- Proficient written and oral communication skills
- Regularly works outdoors all seasons in both hot and cold conditions
- Comfortable kneeling, carrying, bending, walking, and standing for some extended periods of time
- Ability to operate a motorized golf cart
- Must possess a “Customer Service” attitude
- Must be willing to cross-train in different areas
- Working knowledge of basic security techniques

Attributes:

- Must be well-groomed and maintain a high personal appearance.
- Positive attitude
- Team oriented (will work closely with many departments)
- Ethical and Professional
- Reliable / Dependable

Special Requirements:

- Must submit to and pass a background check and drug screening.
- Must have reliable transportation.
- Night and weekend hours may be required.
- Position is on site at the Memphis Botanic Garden.

Compensation is commensurate with education, skills and experience.

If interested, email resume, cover letter, and two references to Carl Larkin, Guest Services Manager, at carl.larkin@membg.org.