

UNITED STATES OF AMERICA  
BEFORE THE NATIONAL LABOR RELATIONS BOARD

PORTLAND MUSEUM OF ART

Employer

and

TECHNICAL, OFFICE & PROFESSIONAL  
UNION, LOCAL 2110, UAW

Petitioner

Case No. 01-RC-266534

**APPENDIX TO OPPOSITION TO REQUEST FOR REVIEW**

Er. Ex. 2

**Portland Museum of Art  
Position Description  
Security Associate**

Department: Museum Experience and Safety  
Division: External Affairs  
Reports To: Security Manager  
Effective Date: August 2020

**GENERAL SUMMARY:**

Under the general supervision of the Security Manager, the Security Associate ensures the security and safety of the Portland Museum of Art's (PMA's) personnel and visitors, the museum's collection, and the physical campus. The Security Associate performs a variety of security and security-related duties, provides information and assistance to museum visitors, and directs visitors and staff during emergency situations.

**ESSENTIAL JOB FUNCTIONS:**

- ◆ Performs a variety of security and security-related duties, according to established schedules and standard operating procedures, to prevent and deter theft and damage to the collection, exhibits, and other museum property by the public, staff, and elements.
- ◆ Protects museum property, visitors, and staff and maintains order by patrolling all assigned areas within the museum and on museum grounds to observe, caution, instruct, document, investigate, report, and correct activities.
- ◆ Maintains consistent and alert attention while observing and monitoring all assigned areas and implements the museum's security and safety policies to ensure compliance while maintaining a courteous and professional attitude.
- ◆ Promptly responds to security emergencies, medical emergencies, and other urgent situations, communicating with security and emergency personnel as needed. Promptly responds to emergency situations such as fire, evacuation plan implementation, or employee/visitor injuries according to established protocols, including direction of personnel and patrons to ensure orderly evacuation of the museum.
- ◆ Provides general customer service to museum patrons, including greeting, giving directions, and providing information about the museum's exhibitions, collection, and programs supporting the museum's goal of enhancing relationships with constituents.
- ◆ Supports the PMA's strategic goal to advance a culture of inclusivity and diversity.
- ◆ Maintains knowledge of the museum precinct for effective response in case of alarms and/or emergencies.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.

- ◆ Complies with all PMA safety rules and procedures.
- ◆ Fosters relationships and builds philanthropy with patrons at the PMA, as defined by displaying behavior that welcomes all individuals contacted in the course of work.

**SUPERVISORY RESPONSIBILITY:**

None.

**EDUCATION & EXPERIENCE:**

High School diploma or equivalent with one to three years of security experience preferred, including customer service experience.

**QUALIFICATIONS:**

- ◆ Strong interpersonal and written and oral communication skills.
- ◆ Ability to stay calm and focused and to respond effectively during emergencies.
- ◆ Ability to work independently with limited supervision.
- ◆ Ability to work cooperatively and productively with coworkers.
- ◆ Ability to pass a criminal background check.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

- ◆ Prompt attendance at the workplace is required.
- ◆ Physical ability for patrolling building and grounds and operating in emergency situations.
- ◆ Must be available to work weekends, evenings, overtime, and holidays as needed.
- ◆ On-call as assigned to respond to burglar and fire alarms or other emergencies.

Majority of work is performed in a museum setting including working outside in all weather conditions. Work involves regular contact with risky situations and disruptive or aggressive individuals. Occasionally exposed to toxic fumes and loud noises. Work involves extended periods of standing and/or walking. Uses and/or operates various security equipment and devices, including two-way radio, intercom system, camera system, keypads, safe, PA system, and alarm systems.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Er. Ex. 3

**Portland Museum of Art  
Position Description  
Gallery Ambassador**

Department: Museum Experience and Safety  
Division: External Affairs  
Reports to: Museum Experience and Safety Manager  
Effective Date: August 2020

**GENERAL SUMMARY**

Under the general supervision of the Museum Experience and Safety Manager, the Gallery Ambassador is responsible for an exceptional visitor experience by providing exemplary customer service, education, and exhibition interpretation while safeguarding the Portland Museum of Art (PMA).  
Employer

**ESSENTIAL JOB FUNCTIONS:**

- ◆ Works as a key member of a visitor-centered and education-oriented staff to ensure museum visitors have a positive onsite experience by providing answers to frequently asked questions, promoting resources, and assisting with museum events and programs.
- ◆ Demonstrates an inclusive, positive, and professional attitude to promote the PMA through responsive and accommodating in-person visitor service.
- ◆ Supports the PMA's strategic goal to advance a culture of inclusivity and diversity.
- ◆ Participates in regular trainings and workshops on topics including accessibility, anti-racism, customer service, exhibition content, visitor engagement strategies, and interpretation and inquiry-based conversation. Attends staff exhibition trainings, All-Staff meetings, and program planning meetings as able.
- ◆ Monitors visitors in museum areas to provide smooth flow of visitation, while keeping artwork and visitor safety as main priority.
- ◆ Reports any artwork incidents, visitor feedback, and gallery observations to supervisors. Promptly reports any hazardous conditions in the galleries.
- ◆ Enforces all museum guidelines and safety protocols in a friendly manner and proactively addresses visitor needs and concerns.
- ◆ Communicates consistently with visitors to ensure positive museum experience and serves as an advocate for visitors by assisting with use of museum educational resources.
- ◆ Contributes to regular educational gallery programming including tours and gallery talks.
- ◆ Promptly responds to emergency situations such as fire, evacuation, and medical emergencies.

- ◆ Goes above and beyond to ensure visitor satisfaction, promoting museum exhibitions, the benefits of membership, the PMA Store, the PMA Café and programming including PMA Films, tours, lectures, workshops, Winslow Homer Studio tours, and other special events or collaborations.
- ◆ Seamlessly transitions between assignments in galleries, PMA Store, admissions desk, and call center.
- ◆ Maintains museum standards of cleanliness by cleaning, organizing, and tidying public spaces daily. Performs routine clerical functions as assigned, such as marking prices on items for sale, and other routine tasks.
- ◆ Fosters relationships and builds philanthropy with patrons at the PMA, as defined by displaying behavior that welcomes all individuals contacted during work
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Complies with all PMA safety rules and procedures.
- ◆ Regular attendance at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None.

**EDUCATION & EXPERIENCE:**

High School diploma or equivalent with one to three years of customer service and/or retail experience. Experience in one or more of the following areas is a strong advantage: education/teaching, hospitality, retail, or visitor/guest services.

**QUALIFICATIONS:**

- ◆ Friendly, courteous, empathetic, and engaging presence with all museum visitors and staff, including those of all abilities, age, and backgrounds.
- ◆ Ability to communicate and work effectively with staff, volunteers, and visitors; to exercise tact and diplomacy at all times and to represent the museum in a positive and professional manner.
- ◆ Demonstrated awareness and sensitivity to the needs and concerns of individuals from diverse cultures, backgrounds, and orientations.
- ◆ Ability to assert oneself when needed in order to enforce policies and protect artwork.
- ◆ Provides exceptional customer service in a fast-paced and collaborative environment.
- ◆ Ability to remain calm under stressful situations and identify and positively resolve visitor issues in the moment.
- ◆ Strong decision-making skills, attention to detail, and follow-through.
- ◆ Ability to establish, maintain, and foster positive and harmonious working relationships with coworkers and a variety of individuals contacted in the course of work.
- ◆ Ability to operate computers, tablets, phone systems, and assigned software.
- ◆ Ability to handle sensitive and confidential information with discretion.
- ◆ Ability to take initiative, exercise good judgment, and follow instructions.
- ◆ CPR certification preferred.

- ◆ Foreign language skills a plus.
- ◆ Ability to pass a criminal background check.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

- ◆ Must be able to assist visitors with strollers and wheelchairs.
- ◆ Physically able to stand for long periods of time, able to bend and/or stoop, climb, and lift up to 25 lbs. to perform tasks that may be required in the course of museum operations.
- ◆ Adherence to PMA dress guidelines.
- ◆ Ability to work a set schedule during weekdays, weekends, and Thursday and Friday evenings, as well as some holiday hours.

Work is performed in a museum setting. Occasionally exposed to toxic fumes and loud noises. Work involves extended periods of standing and/or walking and may require lifting and moving of heavy objects. Uses and/or operates various security equipment and devices, including two-way radio, intercom system, camera system, keypads, safe, PA system, and alarm systems. May operate cash register, computer, and other office equipment.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Er. Ex. 5

**Portland Museum of Art  
Position Description**

**Gallery Officer- On Call**

Department: Protection Services  
Division: Finance and Operations  
Reports To: Director of Protection Services and Protection Services Supervisors  
Effective Date: December 6, 2018

**GENERAL SUMMARY:**

Under the general supervision of the Director of Protection Services and Protection Services Supervisors and Officers, responsible for ensuring the security and safety of the Portland Museum of Art's (PMA's) personnel and visitors, the museum's collection, and the physical plant. Performs a variety of security and security-related duties, provides information and assistance to museum visitors, and directs visitors and staff during emergency situations.

**ESSENTIAL JOB FUNCTIONS:**

- ◆ Performs a variety of security and security-related duties, according to established schedules and standard operating procedures, to prevent and deter theft and damage to the collection, exhibits and other museum property by the public, staff and elements.
- ◆ Protects museum property, visitors and staff and maintains order by patrolling all assigned areas within the museum and on museum grounds to observe, caution, instruct, document, investigate, report and correct activities.
- ◆ Maintains consistent and alert attention while observing and monitoring all assigned areas, and implements the museum's security and safety policies to ensure compliance while maintaining a courteous and professional attitude.
- ◆ Promptly responds to security emergencies, medical emergencies, and other urgent situations, communicating with security and emergency personnel as needed. Promptly responds to emergency situations such as fire, evacuation plan implementation or employee/visitor injuries according to established protocols, including direction of personnel and patrons to ensure orderly evacuation of the museum.
- ◆ Provides general customer service to museum patrons, including greeting, giving directions, and providing information about the museum's exhibitions, collection and programs, supporting the museum's goal of enhancing relationships with constituents.
- ◆ Maintains knowledge of the museum precinct for effective response in case of alarms and/or emergencies.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Complies with all Portland Museum of Art safety rules and procedures.
- ◆ Prompt attendance at the workplace is required.

**Employer Exhibit 5**

- ◆ Fosters relationships and builds philanthropy with patrons at the PMA, as defined by displaying behavior that welcomes all individuals contacted in the course of work.
- ◆ Supports the PMA's strategic goal to advance a culture of inclusivity and diversity.

**SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION & EXPERIENCE:**

High School diploma or equivalent with one year of security experience preferred, including customer service experience.

**QUALIFICATIONS:**

- ◆ Strong interpersonal and written and oral communication skills.
- ◆ Ability to stay calm and focused and to respond effectively during emergencies.
- ◆ Ability to work independently with limited supervision.
- ◆ Ability to work cooperatively and productively with coworkers.
- ◆ Physical ability for patrolling building and grounds and operating in emergency situations.
- ◆ Ability to pass a criminal background check.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work is performed in a museum setting. Work involves regular contact with risky situations and disruptive or aggressive individuals. Occasionally exposed to toxic fumes and loud noises. Work involves extended periods of standing and/or walking. Uses and/or operates various security equipment and devices, including two-way radio, laptops, and alarm systems.

**TERMS:**

The Gallery Officer position is a part-time, on call, non-exempt, hourly, employment-at-will position. The schedule will vary depending on the needs of the museum and will include evenings and weekends. Must be available to work at least 2 shifts per week.

**APPLY:**

Please email cover letter, résumé, and completed PMA Application for Employment (available at website) <http://www.portlandmuseum.org/about/employ.shtml> to [go.pma.082018@portlandmuseum.org](mailto:go.pma.082018@portlandmuseum.org). Job applications will be accepted electronically only and will be reviewed on a rolling basis until the position is filled.

**The Portland Museum of Art is an Equal Opportunity Employer.** All qualified applicants shall receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, physical or mental disability, veteran status, status as a whistleblower, marital status, gender identity or expression, genetic information, or any other basis prohibited by applicable law.