



Job Title: Security
Job Status: Full-time or Part-time
Pay Rate: \$13.00 - \$16.00 per hour
Department: Operations
Reports to: Director of Operations

General Summary of Job Duties

The Security employee is responsible for helping maintain a safe, secure, and welcoming environment for guests, employees, animals, vendors, and the physical property of the Greater Cleveland Aquarium. This role supports daily security operations by monitoring public areas, responding to incidents and emergencies, assisting with guest and employee concerns, documenting safety-related activity, and supporting Aquarium policies, procedures, and emergency response protocols. The Security employee is expected to provide professional, courteous service while remaining alert, calm, observant, and prepared to respond appropriately to changing operational needs.

Principle Responsibilities and Duties

- Maintain a safe, secure, and welcoming environment for guests, employees, animals, vendors, and physical property throughout the Aquarium.
- Provide professional and courteous guest service while remaining alert to safety concerns, security risks, and guest needs.
- Conduct routine security rounds of public areas, back of house spaces, entrances, exits, parking areas, and other assigned locations to identify and address potential concerns.
- Monitor security cameras, access points, alarms, and other safety systems, reporting suspicious activity, hazards, or equipment issues as appropriate.
- Carry, monitor, and respond to the security cell phone while on duty to ensure timely communication and response to incidents, guest concerns, and operational needs.
- Support opening and closing procedures, including securing public areas, checking access points, and assisting departments with safe building operations.
- Respond promptly and professionally to emergencies, incidents, disturbances, lost persons, guest concerns, medical situations, and other safety-related issues.
- Use de-escalation techniques to address conflict or disruptive behavior while prioritizing the safety and dignity of all guests and employees.
- Assist with crowd control, emergency communication, evacuations, severe weather procedures, and other response plans when needed.
- Coordinate with local police, fire, emergency medical services, and Aquarium leadership during emergency situations or when outside assistance is required.
- Document incidents, observations, safety concerns, and daily activity accurately through security logs, reports, and other required records.
- Communicate security concerns, maintenance needs, guest issues, and operational updates to management and appropriate departments in a timely manner.
- Assist with basic housekeeping and cleaning tasks as needed to support guest safety, maintain cleanliness, and address spills, debris, or other hazards in assigned areas.
- Perform small general maintenance tasks as needed, such as replacing basic supplies, adjusting minor fixtures, assisting with simple repairs, and reporting maintenance concerns that require additional support.
- Assist departments with security-related requests for daily operations, special events, private rentals, deliveries, and vendor access.

- Assist with setup and breakdown for holidays, special events, private rentals, and other Aquarium activities as needed, including moving supplies, organizing spaces, and supporting safe event operations.
- Support employee training and preparedness related to emergency procedures, workplace safety, guest incidents, de-escalation, and active threat response as directed.
- Perform additional responsibilities as assigned by the Director of Operations.

Skills, Education and Other Requirements

- Background in security, public safety, or a related field preferred.
- Minimum of one year of security experience required; a combination of education, training, and relevant experience may be considered.
- Experience in an attraction, museum, hospitality, public venue, or guest-facing environment is highly desirable.
- Experience responding to a variety of security and safety concerns, including disruptive behavior, dissatisfied guests, lost persons, injuries, and accidents.
- Ability to handle crisis situations with sound judgment, professionalism, quick decision-making, and appropriate follow-through.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Basic computer skills, including the ability to complete reports, logs, and other documentation accurately.
- Must be punctual, reliable, and able to work independently with limited supervision.
- Must maintain confidentiality and demonstrate professionalism in all work-related matters.
- Must hold current certification in First Aid, CPR, and AED usage, or obtain certification within the timeframe established by the Company.
- Must enjoy working in a team environment and interacting with guests, employees, vendors, and outside agencies.
- Ability to use de-escalation techniques and maintain composure when addressing conflict, disruptive behavior, or emergency situations.
- Ability to work a flexible schedule, including evenings, weekends, holidays, special events, and occasional extended shifts as needed.
- Ability to manage time effectively, prioritize tasks, and respond appropriately to changing operational needs.
- Interest in learning about Aquarium animals, exhibits, programs, guest services, and facility operations.

To Apply

Greater Cleveland Aquarium is committed to providing equal employment opportunities for all. For consideration, please provide resume to Ray Popik, Director of Operations, rpopik@greaterclevelandaquarium.com.