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# THE SHED

## **Job Description: Command Center Supervisor**

### **About The Shed**

Opening April 5, 2019, where the High Line meets Hudson Yards on Manhattan's west side, The Shed commissions original works of art, across all disciplines, for all audiences. From hip hop to classical music, painting and sculpture to literature, film to theater and dance, The Shed will bring together leading and emerging artists and thinkers from all disciplines under one roof. The building—a remarkable movable structure designed by Diller Scofidio + Renfro in collaboration with Rockwell Group—physically transforms to support artists' most ambitious ideas. Committed to nurturing artistic invention and bringing creative experiences to the broadest possible audiences, The Shed, led by Artistic Director and CEO Alex Poots, is a 21st-century space of and for New York City.

### **About the Position**

The Shed seeks a Command Center Supervisor to monitor and operate the Security Command Center and supervise front line Security Officers. Reporting to the Security Manager, the Command Center Supervisor will be responsible for ensuring a safe and secure venue for all staff, visitors, and performers at The Shed. This includes the operation of a security command center, coordination of daily security operations, and supervision of building and event staff. This is a full-time, non-union, salaried position.

### **Key responsibilities include, but are not limited to**

- Supervise and assign staff for appropriate shifts, positions, breaks, and necessary equipment
- Work in coordination with Visitor Services, Production, Programming, Special Events, and all associated departments for the smooth operation of events
- Communicate and coordinate security and event activity with surrounding property management security and operations personnel
- Train staff in basic guest services and security skills. Actively monitor staff interactions with Shed visitors, clients, artists, and staff to ensure a safe, secure, comfortable experience for all
- Provide leadership and guidance while serving as a mentor/coach to staff
- Provide timely, appropriate feedback to staff on performance, both positive and corrective; effectively communicate escalated employee issues to Security Management team
- Administer appropriate counseling and disciplinary documentation as needed to ensure compliance with Shed policies
- Responsibility for the performance and conduct of the entire security team assigned to the deployment
- Exhibit leadership qualities, motivate staff, and lead by example
- Conduct equipment inspections and inventory (hand wands, radios, CCTV)
- Assist with updating standard operating procedures (SOPs)
- Knowledgeable of building's fire alarm systems, access control, and visitor management systems

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- Resolve escalated security situations, providing appropriate warnings and complete ejections and/or arrests if warranted or necessary
  - Ensure enforcement and compliance with Shed policies at all times
  - Assist with directional and informational inquiries. Serve as escalation point for complaints/issues
  - Appropriately document all major and minor incidents
  - Represent The Shed and the Security Department in an exemplary manner
  - Apply principles of logical thinking to a wide range of intellectual and practical problems in order to successfully perform and direct varied and complex tasks
  - Perform a variety of duties often changing from one task to another of a different nature without the loss of efficiency or composure

### **Qualifications and Qualities**

- Candidate must be available to work any shift requested
- High school diploma or equivalent required
- At least two years of experience supervising and leading subordinates
- Be in possession of a NYC Fire Guard License (F0-06), and be in possession of or be able to attain a NYC Fire Safety Directors Permit within 60 days of employment
- Strong interpersonal and communication skills (written and verbal English)
- Basic computer skills, including Microsoft Office applications and email
- Ability to multi-task and perform under pressure
- Ability to establish and maintain working relationships with building personnel, guests, visitors, clients, and vendors
- An understanding of all the rules of law and the relevant penal codes
- Must have strong teamwork etiquette
- Must be able to adapt to changes in assignment per event
- Must maintain a high standard of grooming
- Ability to maintain visitor, staff, and company confidentiality
- Tasks are performed with moderate supervision

### **Work Environment**

This job operates in a public assembly facility and professional office environment. Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate with other departments and exchange accurate information; operate a computer and other office productivity machinery; and move about the workplace. The employee should have the ability to lift, carry, push, and/or pull up to 50 pounds and must be able to walk/stand and climb stairs for more than 4 hours. Talking, hearing, walking, running, and vision activities occur continuously.

### **Compensation**

Compensation will be commensurate with experience. Please provide salary requirements with your application.

### **Application Process**

Interested candidates should submit résumé and cover letter in a single Word or PDF document saved as candidate's first and last name. All submissions should be emailed to [hr@theshed.org](mailto:hr@theshed.org) with "Command Center Supervisor" in the subject

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line. Only résumés and cover letters submitted in this format will be reviewed. No phone calls, please.

The Shed is an Equal Opportunity Employer, committed to the goal of building a culturally diverse staff, and strongly encourages applications from minority candidates.