

PAPER MILL PLAYHOUSE

Job Title: Security and Safety Officer

Location: On-site, Millburn, NJ

Reports to: Security and Safety Manager

Status: Full-Time / Benefits Eligible / Non-Exempt

Work Schedule: Hours vary according to event schedules, and may include weekends, evenings, holidays and other scheduled work periods as necessary.

Position Overview

Paper Mill Playhouse seeks outgoing, customer service-oriented candidates for our Security and Safety Team. Security and Safety Officer is responsible for ensuring the safety and security of staff, artists, guests, and the facility, including stage-door access during all administrative and production activities. This full-time position performs the same core duties as part-time officers, with the expectation of greater consistency, ownership, and leadership within the department.

Key Responsibilities

- Serve as Stage Door Administrator, enforcing all pre-entry screening, building-access protocols, and sign-in protocols
- Monitor entry and exit of all individuals to ensure safety and compliance
- Receive, log, and distribute incoming mail and packages; assist with outgoing mail as needed
- Conduct regular patrols of the premises to provide visible security, deter unauthorized activity and maintain safety
- Conduct regular safety inspections and risk assessments to identify potential hazards
- Utilize surveillance systems, including CCTV, to monitor premises and prevent loss
- Maintain accurate incident reports and communications logs
- Build and sustain collaborative working relationships and communication with local, state and federal public safety agencies, including Millburn Police and Fire Departments, and emergency response personnel
- Uphold a professional and welcoming demeanor consistent with Paper Mill's customer service standards
- Respond promptly and professionally to safety and security concerns
- Implement conflict management strategies to address safety concerns among employees or visitors
- Adapt positively to changing circumstances while maintaining composure and effectiveness
- Comply with and support all safety protocols and emergency procedures
- Safeguard against theft, unauthorized access, and property damage
- Maintain reliable attendance and punctuality for all scheduled shifts
- Other duties as assigned

Full-Time Officer Expectations

Full-time officers are expected to consistently carry out all responsibilities above, and in addition:

- Serve as reliable, consistent on-site presence setting a professional standard for other officers
- Demonstrate initiative and leadership in daily operations without prompting
- Maintain full knowledge of procedures, emergency response protocols, and departmental expectations
- Proactively identify and report potential safety or security issues

- Support training, onboarding, and mentoring of new officers as needed
- Participate in security planning for performances, events, and emergency situations
- Adapt to shift changes, post reassignments, and evolving operational needs
- Uphold and enforce organizational policies and standards consistently

Qualifications and Experience

- High School Diploma, GED, or equivalent experience required
- Must maintain a valid SORA certification (or obtain within required timeframe)
- AED and CPR certification (or willingness to be obtain within required timeframe)
- Prior full-time security or public safety experience preferred
- Experience managing high-volume events or crowd control
- Experience working alongside local and state public safety agencies
- Ability to work independently and as part of a team
- Knowledge of conflict management and loss prevention strategies
- Must be able to comply with and enforce all Paper Mill Playhouse Security & Safety guidelines and protocols

Communication & Interpersonal Skills

- Strong written, verbal, and interpersonal skills with the ability to communicate clearly and effectively with people across all levels of the organization
- Demonstrated ability to interact professionally and respectfully with staff, artists, guests and outside agency partners (e.g., police, fire, EMT)
- Strong customer service orientation, with the ability to engage tactfully and positively with individuals of all ages and backgrounds
- Excellent communication skills to provide clear, timely and courteous service in a fast-paced, public-facing environment

Professionalism & Emotional Intelligence

- Ability to remain calm, focused, and proactive in high-stress or emergency situations
- Demonstrated professionalism and patience in high-pressure situations
- Ability to multitask effectively while maintaining a welcoming demeanor
- Strong problem-solving skills and sound judgment in responding to incidents and enforcing rules
- Demonstrate integrity and responsibility, serving as a trusted point of contact for security and safety across the full Paper Mill Playhouse campus
- Knowledge of loss prevention strategies and conflict management techniques is essential

Technical & Organizational Skills

- Detail-oriented and highly organized, with strong observational skills for identifying potential risks and managing multiple priorities
- Proficient in Microsoft Office and comfortable using two-way radios or similar communication devices

Availability & Values Alignment

- Ability and willingness to work a flexible schedule, including evenings, weekends, holidays, and weekday performances as needed
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions

Physical Qualifications

- Ability to stand for extended periods (up to 4+ hours per shift)
- Ability to perform routine patrols throughout the facility and grounds, as required by the shift or situation
- Ability to walk up and down stairs and navigate multiple levels of the campus, including uneven surfaces and indoor and outdoor spaces

- Comfortable working in active theater environments (e.g. auditorium, lobbies) with varied lighting and sound conditions
- Ability to push, pull, or lift up to 50 lbs

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without accommodation.

Additional qualifications:

- High level of professionalism, reliability, and attention to detail.
- Passion for theatre and arts education.
- Alignment with Paper Mill Playhouse's mission and values.

Compensation

The salary for this position is \$18.00 per hour. Paper Mill Playhouse offers a comprehensive benefits package including medical, dental, vision, life, and AD&D insurance; paid time off; pre-tax flexible spending accounts; 403(b) matching contributions of up to 3% of salary; and access to various performances, educational events, and professional opportunities.

To Apply

Paper Mill Playhouse is committed to working with high-caliber individuals of diverse backgrounds. We strive to provide our staff a nurturing and inclusive environment, equal for all employees and optimal for success. Paper Mill celebrates diversity and believes it enriches both our work environment and the work on our stage.

Send your resume and cover letter describing why your experience makes you the right candidate to **Recruiting@Papermill.org** with the subject line: **Security and Safety Officer**. Please indicate your earliest availability for a start date. No phone calls, please.

About Paper Mill Playhouse

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor.

Paper Mill Playhouse facilities include a 1,150-seat theater with attendant backstage dressing rooms, offices, and production support areas; front-of-house lobbies with bars, concessions and restroom facilities; an 80-seat restaurant; a small house with two apartments; 2,500 square feet of education studios; three parking lots and grounds.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and

rewards that are available to benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and veteran status.