

POSITION: Security Officer
BUILDING SERVICES Department

JOB DESCRIPTION

SUPERVISION:

Under direct supervision of the Deputy Director for Public Service.

RANGE: S-8

Hours: General part time. Less than 19 hours per week.

Work Schedule: Shift includes evening and/or weekend hours. Schedule may change if need arises.

PURPOSE:

The Security Officer is responsible for patrolling the Library building and property at regular intervals to maintain security of Library. Works closely with the Deputy Director of Public Service and the Head of Building Services. This position serves as support and back up to the In Charge staff for administering Library rules and policies to ensure appropriate patron conduct on library property. Involves extensive contact with public and staff. Requires excellent communication and interpersonal skills; ability to work with all ages effectively; ability to work collaboratively with staff and outside personnel such as police; ability to work in public environment; ability to problem solve; ability to access, input and retrieve information from the computer; ability to perform light to medium work; ability to perform physical activities inherent in security monitoring duties.

ESSENTIAL DUTIES

Patrolling building and grounds	95%
Reports	5%

DUTIES (In alphabetical order)

- Anticipates situations which may result in inappropriate behavior.
- Completes daily log.
- Completes logs and reports in timely and thorough manner
- Completes patron and building reports as required.
- Monitors patron activity and use in the Library and on Library property helping to maintain an appropriate environment consistent with the Library's policies relating to the public.
- Participates in procedure for vacating, closing and securing library.
- Patrols interior of building, exterior grounds and parking areas to maintain security of Library patrons, property and staff.
- Provides assistance and back up to In-Charge staff as directed.
- Reports daily to In-Charge staff when shift starts.
- Stays in regular communication with In-Charge staff throughout shift.
- Other duties as assigned.

ABILITY, KNOWLEDGE AND SKILLS:

- Ability to anticipate potential disruptive behavior and safety or security threats and take preventative action.

- Ability to be firm
- Ability to flexible and adaptive.
- Ability to communicate clearly and diplomatically with Library staff and the public while enforcing security rules under stressful conditions.
- Ability to creatively problem solve.
- Ability to deal with multiple tasks.
- Ability to develop excellent rapport with teens.
- Ability to follow directions and complete tasks assigned accurately
- Ability to kneel, bend, reach, carry, jump and stretch.
- Ability to operate two-way radio and telephone
- Ability to perform physical activities inherent in security monitoring duties such as walking, running, jumping, standing, rapidly ascending and descending stairs.
- Ability to prepare clear, detailed and accurately written reports.
- Ability to remain alert and attentive,
- Ability to resolve conflicts in a non-violent manner.
- Ability to respond quickly and decisively.
- Ability to think critically and to take action within training parameters.
- Ability to use email effectively.
- Ability to use good judgment.
- Ability to use effectively Microsoft computer applications
- Ability to work as a member of a team.
- Ability to work collaboratively.
- Ability to work effectively under stress.
- Ability to work effectively with all ages.
- Ability to work in a public environment.
- Excellent interpersonal skills
- Excellent observation skills
- Excellent verbal communication skills
- Knowledge and ability to use AED.
- Knowledge of accepted standard practices relating to security operations, particularly those that relate to public facilities
- Knowledge of Library building and property
- Knowledge of Library policies and procedures
- Knowledge of standard first aid.
- Knowledge/skill of personal computers and Windows.

EDUCATION AND TRAINING:

High School Diploma. Some college preferred.

Computer competency required.

Education, training or certification in security or law enforcement a plus.

Current certification in CPR required.

Will wear uniform provided by Library.