



We invite applications for the position of:  
**LIBRARY POLICE ASSISTANT (HOURLY)**

\$19.52-\$26.00 Hourly

**Deadline to apply: May 18, 2018 at 5pm**

**Schedule: 8 to 19 hours per week, Sunday through Saturday**

### **Why Consider The City of Mountain View?**

It's simple. We are a **passionate team of professionals committed** to providing **excellent service** to the **community** we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a J-O-B, it is a way of life for those who seek a mission-oriented culture.

### **About This Role**

We want a highly motivated, reliable, and skilled individual to join the Library for the position of Hourly Library Police Assistant with the City of Mountain View. This part-time unbenefited position provides security in the Library. If you are a dedicated professional who is interested in pursuing law enforcement as a career, this position will help you gain valuable experience. The purpose of having Police Assistants in the Library is to enforce the Library's behavior policy, maintain a safe environment, and provide outreach for the Police Department.

### **What You Bring**

- One year of work experience requiring frequent public contact and the interpretation of complex rules and regulations.
- Education and training equivalent to the completion of the 12th grade.

### **Bonus Points**

- Experience in a municipal police department is highly desirable.

### **Who You Are**

- You can communicate clearly and effectively both orally and in writing.
- You have the ability to establish and maintain courteous and effective working relationships with the public and Library staff.
- You exhibit calmness and patience when dealing with incidents.
- You maintain attention to detail.
- You possess basic knowledge of PC software such as Word and Excel.
- You are able to work with minimal supervision.
- You understand and carry out written and oral instructions.
- You have the ability to learn and follow Library and Police Department policies and procedures.

### **What You'll Do**

- Patrol library floors and building perimeter.
- Enforce library rules and policies, especially behavior policy.
- Project a positive customer service attitude.
- Negotiate difficult customer interactions, using tact and communication skills to de-escalate situations.
- Write up incident reports describing situations that have occurred and distribute to library staff.
- Write parking tickets for vehicles exceeding the time limit in 5-minute parking zone in front of library.
- Help close the building at the end of the day by clearing all public areas, clearing the restrooms, and checking all perimeter doors.
- Provide direct link to police department as needed.
- Conduct outreach to community members as a police department staff member: answer questions, hand out brochures and stickers, may read stories to children, and refer the public to the Police Department if needed for additional information.
- Communicate problems or concerns to library staff as necessary.

**Are You Ready? Apply.**

Submit your application and resume online at [www.calopps.org](http://www.calopps.org) or to the Human Resources Division City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309.

This recruitment will close on **Friday, May 18, 2018 at 5:00pm**, or after 100 applications have been received, whichever occurs first. The most appropriately qualified candidates will be invited to a department interview. Depending on the number of applicants this process may be altered. Qualified candidates are encouraged to apply early!

**Fine Print**

Candidates with a disability which may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Candidates on the eligibility list must successfully pass an extensive background investigation conducted under POST guidelines, including a Department of Justice (DOJ) fingerprint check, prior to employment. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

**CITY OF MOUNTAIN VIEW**  
**LIBRARY POLICE ASSISTANT (HOURLY)**  
**Supplemental Questionnaire**

**Please answer the following questions and submit with your application. Please limit your responses to one page per question or less.**

1. Available shifts are: Sundays, 1:10-5:10pm; Mondays through Thursdays 12:10pm-4:10pm and 4:10pm-9:10pm; Fridays 3:10pm-6:10pm; and Saturdays 12:10pm-6:10pm. Please indicate the days and times that you are available. Be specific.
2. Briefly tell us about your background and why you are interested in a Police Assistant position at the Mountain View Library.
3. Describe a situation where you had to deal with conflict in a work setting, how you approached the situation, and what techniques you use to diffuse tense situations.