

Approved:	Pending
Revision:	
Department:	Safety and Security
Unit:	Represented
Grade:	2
FLSA Status:	Non-Exempt

Job Description **LIBRARY SECURITY OFFICER**

BASIC FUNCTION

Supports the development, implementation and administration of the Library's safety and security initiatives.

MAJOR DUTIES AND RESPONSIBILITIES

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Conducts routine patrols of the interior and exterior of library buildings; monitors buildings for unauthorized and suspicious activities; reports security and hazardous conditions to Library management; Communicates local law enforcement emergency events identified through local broadcasts and alerts, notifications and in-person reports.
- Intercedes with patrons who fail to comply with the law and/or Library rules and policies; explains rules and policies to patrons; solicits patron cooperation and compliance; enforce correction of infractions through verbal warning; de-escalates sensitive situations.
- Works with local law enforcement, and/or emergency medical services as needed.
- Prepares exclusion and incident/accident reports; provides advice to staff on how to complete reports; debriefs staff on security incidents and issues; assists with providing training to staff regarding safety, security, and loss prevention.
- Consults with and supports staff, , supervisors and managers with internal, workflow, patron, or other work issues in order to ensure effective library operations.
- Assists with the development of security, operations, and emergency policies and procedures.
- Identifies conditions that are hazardous to the safety of the staff and the public and takes actions to mitigate those hazards.
- Coordinates removal of hazardous materials and substances.
- Provides guidance on proper opening and closing procedures. w
- Works with management and staff to implement loss prevention, access control procedures and surveillance and investigative activities.
- May serve as the point person in emergency or disaster situations; may act as a liaison concerning safety and security issues between library locations and neighboring businesses; may act as a liaison between the library and contract security personnel.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

1. Knowledge of Sacramento Public Library's policies and procedures;
2. Knowledge of security and safety policies, procedures and programs;
3. Knowledge of effective investigation methods;
4. Ability to effectively use productivity software, internet resources and email;
5. Ability to take initiative to resolve issues;
6. Ability to communicate effectively both orally and in writing in a clear and concise manner;
7. Ability to effectively and efficiently organize, track and maintain incident reports, records and other relevant information;
8. Acts as a representative of Sacramento Public Library to the public;
9. Effectively train others on safety policies and practices;

10. Establish and maintain effective working relationships; work independently as well as part of a team;
11. Establish priorities and organize workload effectively and efficiently, while paying attention to detail;
12. Maintain a calm atmosphere and effectively handle emergency situations which may occur;
13. Maintain the confidential nature of sensitive information;
14. Provide excellent customer service;
15. Model and maintain a positive work environment; maintain composure and work effectively under pressure.

EDUCATION AND EXPERIENCE

1. High school diploma or equivalency is required.
2. Six months experience in a high-volume, customer-service position is preferred.
3. One (1) year of recent experience in maintaining, supporting and/or working in safety and/or security environment is preferred.

LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED

Valid Class C California Driver License and proof of insurance is required.

OTHER REQUIREMENTS

Personal transportation for job-related travel.

WORKING CONDITIONS

Environment:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work occurs indoors with acceptable lighting, temperature and air conditions;
- Work may occur outdoors;
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, and meeting rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations;
- May have encounter aggressive human behavior.

Physical/Mental Abilities:

- Mobility - Constant sitting, standing and walking; Occasional bending, stooping, kneeling, reaching, pushing and pulling;
- Lifting - Occasional lifting of 10 pounds or more;
- Vision - Constant use of overall visual capabilities; occasional need for use of color perception, hand/eye coordination, reading and/or close-up work;
- Dexterity - Frequent holding, grasping, typing, repetitive motion and writing;
- Hearing/Talking - Constant hearing and talking of normal speech in person and on the telephone; occasionally speaking in front of large groups of people;
- Special Requirements - May require occasional weekend or evening work;
- Emotional/Psychological - Constant concentration, decision-making and public contact; frequent ability to exercise sound judgment, especially under stressful situations; working alone;
- Environmental Conditions - Occasional exposure to noise.

Employee Signature

Date