



JOB CLASS: Library Technician
POSITION TITLE: Security Specialist
GRADE: V, Step 1 - 6
COMPENSATION: \$18.77 - \$21.55 per hour, depending on experience
REPORTS TO: Library Director
SCHEDULE: Evenings required Monday - Thursday; flexible Friday or Saturday shift
Part-time: 20 hours per week
FLSA STATUS: Non-Exempt

POSITION SUMMARY:

Ensures the safety of patrons, staff, and library assets by patrolling the building and grounds, enforcing library policies, and responding to security detection systems and problem situations. Provides assistance to patrons and staff in a courteous, helpful manner.

JOB REQUIREMENTS:

Education

High school diploma or GED; post-high school coursework, preferred
First Aid Training and CPR/AED certification required; option to obtain within three months of hire may be considered
Formal training in security or law enforcement, preferred

Experience

Work experience in security or law enforcement, preferred

PERSONAL REQUIREMENTS:

- Committed to providing security to both library patrons, staff, and property
- Strong work ethic
- Ability to work well with staff and the public
- Outgoing and pleasant personality
- Flexible, cooperative, and responsible
- Good record of dependability, promptness, and attendance on the job
- Projects professionalism in appearance and behavior
- Conforms to security dress code
- Must be able to work independently

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent problem-solving and conflict resolution skills to defuse confrontational situations, with the ability to remain calm during confrontational and emergency situations

- Excellent interpersonal skills and proven ability to serve the public with friendliness, tact, and diplomacy by adapting previous security or law enforcement experience to a public library setting
- Excellent observation skills
- Strong oral and written communication skills
- Knowledge of accepted practices involving security operations, especially in public facilities
- Proficiency in using a personal computer for email, internet, Word, and other computer applications relevant to the job
- Ability to establish and maintain effective working relationships with staff, patrons, and law enforcement agencies
- Ability to work well under pressure and without direct supervision
- Ability to develop a general knowledge of security systems, alarms, and elevators
- Ability to concentrate and pay close attention to detail

DESCRIPTION OF TASKS:

- Performs security functions and procedures to ensure orderly, safe, and secure library building and grounds for patrons and staff and to prevent theft and vandalism of library materials
- Maintains reliable attendance, reports to work as scheduled, and notifies administration of any alteration to the schedule before the scheduled work time
- Patrols the library building and grounds at regular intervals; appropriately handles observed irregularities or problems; checks library parking areas for unauthorized parking
- Investigates and handles disturbances that involve patrons displaying disruptive, offensive, or inappropriate behavior; uses non-violent intervention methods to confront customers to explain library rules and procedures diplomatically; enforces expulsion policies and/or obtains law enforcement assistance, as needed
- Works with library staff to prevent theft of library materials; assists staff in responding to security gate alarms when theft is indicated; examines bags, backpacks, briefcases, etc. for unchecked library materials; reviews security cameras for evidence, when needed
- Prepares and submits prompt, detailed, and accurate incident reports following standardized practices; handles this information with appropriate confidentiality
- At closing time, checks all library areas for patrons, locks Pocket Park, and ensures staff safely reaches their vehicles
- Responsible for complying with the library's policies and procedures
- Informs the Library Director of work problems and patron situations; recognizes situations appropriate for seeking managerial or administrative assistance
- May be asked to assist with training new security staff
- May be asked to assist with other library tasks such as light groundskeeping, meeting room setup, or escorting staff to and from the outdoor book drop

ESSENTIAL SKILLS:

- Must be physically able to do constant walking, standing, ascending and descending stairs, moderate lifting, carrying, bending, grasping, pushing, sitting, and other limited physical activities

- Must be able to move rapidly from one area to another in a multi-level building
- Requires frequent operation of computer equipment, monitoring of security cameras, and frequent in-person, email, and phone contact with staff and patrons
- Occasional physical contact with patrons; infrequent exposure to blood-borne pathogens
- Must have adequate eyesight, depth perception, and color vision to perform duties
- Must be able to work indoors and outdoors, including during inclement weather conditions

Jeffersonville Township Public Library is an Equal Opportunity Employer

Adopted by the
Jeffersonville Township Public Library Board of Trustees
on February 21, 2023