



SAFETY AND SECURITY OFFICER

Department: Administration	Level: 8
Reports to: Assistant Director	FLSA Status: Non-Exempt
Chain of Command: Yes	
Certifications: CPR and First Aid	

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting Code of Conduct procedures into action.

Essential Functions

Expertise

- I manage day-to-day conflict resolution.
- I patrol and monitor hallways, stairwells, toilet facilities, outside areas surrounding facilities, and other public and nonpublic areas of the library.
- I establish a positive public security presence by deterring harmful activities and making everyone feel welcome.
- I prevent loss and damage by reporting irregularities.
- I talk to patrons to inform violators of policy and procedure. Those violating the Code of Conduct are warned or escorted from the premises.
- I enforce library policies and file incident reports to keep staff informed about unusual events or my interaction with users. I am authorized to place individuals on the Trespass List if necessary.
- I work with local law enforcement as needed and foster a good relationship with authorities.
- I assist staff with directing patrons in emergency situations. I am expected to have a working knowledge and an understanding of emergency procedures and will help to implement protocols.
- I assist other departments when not actively participating in security details by helping them with jobs that keep me in the public areas, yet still allow me to disengage should a security issue arise. All departments can ask for my help. I am assigned to the Main Library, but I am available and able to go to all library locations to participate in special meetings and to enforce security as needed.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

- Based on my interests or knowledge and with my supervisor's permission, I may help with programming or projects unrelated to my regular duties with the allotted time equaling no more than 5% of my annually scheduled hours.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials by providing a safe environment.
- I remain customer focused when aiding patrons or when answering directional or general library questions.
- I communicate well when answering the phone to assist patrons and staff.
- I understand technologies such as the iPad and the camera security system to give quick and effortless help to our staff and patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Nonessential Functions

- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Knowledge of basic security and law enforcement techniques.

Educations/Experience and any pertinent Certifications

- High school diploma or equivalent.
- 1 year or more experience working with security or law enforcement.
- Must have a valid Indiana's driver's license, or the ability to attain one.
- CPR and First Aid training.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods of time.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to manage objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.