



SAFETY AND SECURITY OFFICER

Department: Administration

Reports to: Assistant Director

Chain of Command: Yes

Certifications: CPR and First Aid

Level: 8

FLSA Status: Non-Exempt

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 handle 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 damages 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 the 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.

Customer Service

- I am approachable and understanding so that I can assist patrons and staff in accessing materials, both digitally and analog.
- I remain customer focused when helping patrons or when answering directional or general library questions.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand basic and some advanced technologies.
- I help resolve issues.
- I am an advocate for books and reading.
- 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.

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 keep the library a welcoming place by knowing patron facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- 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.
- I am welcome and able to help staff at special events or outreach opportunities in addition to my regular duties.

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 handle 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.