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Job Description

Position Title: Administration Security Monitor

Classification: D

Supervisor Title: Assistant Director

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the supervision of the Assistant Director, this position facilitates superior library service to patrons by maintaining the safety and security of the public and staff in the building and on the grounds.

Specific responsibilities will be assigned by Assistant Director on the basis of experience, skills, and specific needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a secondary degree (e.g.  High School Diploma) or experience:

* **Communication Skills** include conveying, receiving, responding, and expressing communication of written and verbal information.
* **Computer Skills** include accessing word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing basic internet searching, and using cloud-based communication tools such as Google Chat and Zoom.
* **Critical Thinking** includes analyzing and evaluating information in order to assess an issue and make a decision within the scope of the position.
* **Time Management** includes prioritizing tasks, meeting deadlines, and managing time with minimal guidance.

1. Working knowledge of security and emergency safety procedures and practices including de-escalation techniques, mental health first aid, conflict resolution, and mediation.
2. Working knowledge of library and security related technology and software with the ability to problem solve and troubleshoot.
3. Knowledge of general library philosophy, including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
4. Experience working security.

## ESSENTIAL FUNCTIONS

1. Maintains safety for staff and patrons by making the rounds within the building and using trauma informed de-escalation techniques, crisis intervention procedures, and mediation to prevent or resolve incidents.
2. Works closely with the Person in Charge to assist patrons and staff during an incident including evaluating and assessing their level of safety, helping stabilize them in a crisis situation, listening and empathizing with them and helping them connect with family, friends or a community resource.
3. Effectively communicate issues and incidents to Person in Charge and Administration and provide feedback about library security and safety.
4. Assists maintenance staff with minor building and grounds issues or handles maintenance tasks when maintenance staff is not in the building.
5. Participates in relevant training, continuing education and/or staff development.
6. Performs other duties as assigned.

WORK ENVIRONMENT

Work is normally performed in a typical interior/office environment and occasionally in outside conditions that include inclement weather, heat and humidity. Noise level may vary from quiet to loud. The employee is required to work evening and weekend hours.

PHYSICAL REQUIREMENTS

1. Constantly moves about building to assess and address security concerns.
2. Constantly communicates with staff and patrons
3. Constantly discerns items near and far.
4. Frequently transports items weighing up to 35 lbs.
5. Occasionally operates a computer and other office machinery, such as printers and copiers.