

POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Job Title: Security Officer
Location: Charleston Main – System
Reports To: Facilities and Security Services Manager
Revision Date: 6/2017

PURPOSE

Responsible for providing quality and efficient service by providing security assistance and protection for library staff, patrons, materials and facilities and enforces library and security policies and procedures.

NATURE & SCOPE

This position's primary responsibilities include performing a wide variety of activities within assigned standard procedures that may involve decision making between several standard alternatives. Position will exchange prepared/standard information with outside sources or contacts and within the department; work independently on general assignments, and refer all unusual problems to the supervisor.

ORGANIZATION PLACEMENT DIAGRAM



QUALIFICATION GUIDELINES

Education	Experience
Essential	
High School Diploma	Experience working in a related position Demonstrated knowledge of the provision of safety/security services
Preferred	
Post high-school coursework in related field	Work experience as a police or security officer
	Working knowledge of Microsoft Word, Excel, and Outlook, or ability to develop such knowledge within three months.
Ability to:	

- Provide proof of valid driver's license with acceptable driving record
- Demonstrate strong commitment to public service, communicating effectively with a diverse community of customers
- Work a flexible schedule, to include days, nights, weekends, and call-outs
- Travel to multiple locations; at times with little notice
- Pass a criminal background check which includes no criminal convictions be they misdemeanors or felonies.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification



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PRIMARY ACCOUNTABILITIES

- ◇ Patrol and monitor library facilities in order to uphold Library's Code of Patron Behavior, rules of conduct and policies and procedures.
- ◇ Enforce safety rules and regulations.
- ◇ Initiate incident and accident reports using the Library's standard reporting procedures. Provide follow-up as necessary and appropriate.
- ◇ Take appropriate preventive and protective actions in response to security incidents related to staff, volunteers, patrons and Library property.
- ◇ Explain rules and procedures to library visitors and solicit cooperation and compliance.
- ◇ Investigate and handle disturbances, obtain police and law enforcement assistance as needed.
- ◇ Enforce expulsion policies as needed.
- ◇ Perform crowd control duties for special events.
- ◇ Respond to medical emergencies, as appropriate.
- ◇ Take lead role in responding to building emergencies and evacuations.
- ◇ Identify and report security and/or safety conditions and concerns and rectify immediately, if possible.
- ◇ Identify and recommend procedures and methods to prevent property loss and damage.
- ◇ Work with Library staff to identify and resolve security problems and to keep the Security Lead and management informed of activities and problems
- ◇ Serve as liaison between Library staff, police agencies and personnel, and the public as assigned
- ◇ Obtain, record, and maintain necessary documentation, records and reports.
- ◇ Assist with operation of security and property related programs such as lost and found materials, staff training, and building access control/surveillance activities as assigned.
- ◇ Carry out any other duties within the scope, spirit and purpose of the job.

ESSENTIAL ABILITIES

- ◇ Sufficient clarity of speech and hearing, which permits the employee to communicate well with the supervisor, community, employees, and the public
- ◇ Sufficient vision, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in both electronic, and hard copy form
- ◇ Sufficient manual dexterity, which permits operation of computers and other library equipment
- ◇ Sufficient personal mobility, which permits occasional twisting, stooping, and bending
- ◇ Ability to work outdoors and in all types of weather
- ◇ Ability to lift, move, or carry objects up to 50 pounds
- ◇ Ability to regularly ascend or descend stairs
- ◇ Ability to move with reasonable speed throughout the work place in order to accomplish security service duties
- ◇ Ability to communicate in writing and orally on job progress, incidents, and other overall assignments
- ◇ Ability to work with the public for extended periods of time, maintaining a positive, pleasant demeanor and providing friendly, courteous services to library patrons, which occasionally may include patrons in unusual conditions, including, but not limited to, substance abuse
- ◇ Ability to work a flexible schedule, to include after-hours calls resulting in a return to duty
- ◇ Ability to travel to and from various locations
- ◇ Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons

All positions at the KCPL require a criminal background check.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the duties of this job. This job description is not, nor shall be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

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This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification