

## **HELEN PLUM LIBRARY**

### **JOB DESCRIPTION**

**TITLE: Security Monitor**

**RELATIONSHIPS: Reports to Facilities and Security Services Manager**

*This position is held by one or more employees in a part-time capacity.*

This job description is meant to be a general guide to the responsibilities and duties of the position and is not intended to list every possible task an employee is called up to perform.

### **POSITION DESCRIPTION**

Under the direction of the Facilities and Security Services Manager, security monitors are responsible for maintaining a safe and orderly environment for patrons and staff. Security Monitors routinely interact with the public and other Library departments.

### **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

- Provides consistently professional, gracious, and friendly service to patrons and colleagues
- Communicates and works effectively (both individually and as a team member) with the public and all levels of Library staff
- Understands Library policies and procedures and demonstrates a commitment to supporting their successful implementation
- Embodies the Library's Culture Code and supports the Library's Vision and Mission
- Participates in professional development, meetings, and assigned training
- Takes action to deal with potentially disruptive or problematic situations
  - Works with Persons-In-Charge (PICs) to enforce Library rules and policies
  - Utilizes Incident Tracker to communicate patron-related incidents to PICs
  - Enforce library's parking rules, as needed
- Maintains a general awareness of what is happening in the Library
- Secures the building at opening and closing
- Performs minor maintenance and cleaning as needed
- Maintain open lines of communication with Facilities and Security Services Manager, administration, management, and PICs regarding any building, grounds, mechanical, maintenance, and security issues

### **ABILITIES, KNOWLEDGE, SKILLS, AND OTHER JOB REQUIREMENTS**

- Understands that customer service is at the forefront of all work activities
- Strong written and verbal communication skills
- Must be able to comprehend and respond to coworkers and patrons in person, email, and telephone conversations
- Well-organized, attentive to detail, and able to prioritize tasks
- Exercises appropriate judgement and discretion
- Professional in appearance and demeanor
- Flexible and adaptable to new situations
- Demonstrates basic computer competencies

- Must be able to:
  - Lift and move objects weighing up to 20lbs
  - Sit or stand for extended periods of time
  - Bend to retrieve items from the floor
  - Accompany patrons to all public areas of the Library
  - Push a cart of objects weighing greater than 100 pounds
- Must be able to work scheduled hours and meet general attendance requirements which include evenings and weekends

#### **QUALIFICATIONS**

- High school degree or equivalent
- Facilities or security experience, preferred