

St. Joseph County Public Library

Job Description

Position Title: Public Safety Officer
Level/Status: 5/Non-Exempt
Pay Range: \$12.50-\$15.23, hourly
Agency: Public Safety
Location: Various Library Locations

Education and Experience:

- High School or equivalent required.
- Minimum one year security experience or related work.
- Training and certification in First Aid and CPR preferred.

Hours:

- Either assigned to full time (40 hour workweek), part time (16, 20, 24 hour workweek), or variable hour substitute position (as-needed position)
- Partial days, evenings, and weekends may be required.
- Required to adapt to a flexible schedule as arranged by Manager to meet scheduling needs.

Requirements:

- Strong public service orientation and commitment to excellent and genuine customer service.
- Excellent verbal and written communication skills that include the ability to understand and carry out verbal and written instructions.
- Dependability, punctuality, trustworthiness, good attendance and work habits.
- Problem solve in a professional manner with Library patrons, co-workers, and supervisors.
- Possess reliable transportation, and be willing to work at other branches if and when the need arises.
- Sufficient physical agility and strength to perform the physical activities inherent in security patrol duties, such as walking, running, standing, rapidly ascending and descending stairs in a hi-rise building and lifting a fully grown adult in emergency situations for the duration of a typical shift.
- Reachable by telephone.
- Demonstrate computer knowledge necessary to accurately prepare incidents reports, forms, and complete other tasks
- Wear and maintain the security uniform of the Library in a clean, neat, and orderly appearance on a daily basis.
- Demonstrate character and integrity in all situations while upholding SJCP's ethical standards.
- Maintain patron and staff confidentiality.

Ability to:

- Work independently and with minimum supervision.
- Work harmoniously with other employees and supervisor. Model excellent customer service.
- Maintain composure and overcome stress in any situation. Work patiently and creatively with all patrons.
- Be observant and stay alert for lengthy periods of time. Report any unusual or hazardous situations.
- Use good judgment in a variety of difficult situations. Assess the severity of a situation and prioritize accordingly.
- Accept and manage change.
- Follow standard safety procedures to ensure well being of patrons and staff.
- Interpret and communicate Library services, philosophy, policies, and procedures to patrons in a courteous, friendly, and positive manner using one's best judgment.
- Exercise initiative, be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Perform life saving measures when necessary.

The St. Joseph County Public Library is an Equal Opportunity Employer.

sjcpl.org

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Essential Job Duties

As an ambassador of the Library, the Public Safety Officer helps create a welcoming and safe gathering place for the community. Working under the direct supervision of the Library's Security Services Manager, and with an unwavering commitment to diversity, equity, and inclusion, the Security Officer will:

1. Maintain the safety and security of patrons and staff on library campuses.
2. Communicate and enforce the Code of Conduct to maintain a harmonious environment.
3. Respond and assist with emergency situations on library property.
4. Contact police, fire department, or other emergency services as needed.
5. Answer routine inquiries and direct visitors to appropriate areas.
6. Prepare and submit objective, accurate, and clear reports and activity logs in a timely fashion.
7. Perform scheduled security checks of the library campus in all weather conditions.
8. Perform other duties as assigned.