This Job Description identifies the major responsibilities of this job.

**I. POSITION PURPOSE**

The Manager of Security Services operates in a diverse public library environment to help fulfill Pueblo City-County Library District’s (PCCLD) mission by ensuring public and staff safety, security of library facilities and assets, and by enforcing library policies, procedures, and Code of Conduct. This position ensures that daily security meet the operational needs of the library district and helps to maintain a friendly, welcoming atmosphere.

 **II. RELATIONSHIPS**

The Manager of Security Services reports to the Director of Rawlings Library & Customer Experience and supervises security employees. This position works closely with the management team and library staff to fulfill security needs throughout the district. The Manager of Security Services also works closely with outside social welfare and law enforcement agencies to build partnerships in addressing library and community security issues. The position is frequently in direct contact with the diverse public requiring diplomacy and skill in building rapport with others regardless of age, ethnic background, religion, sexual orientation, socio-economic status, mental or physical ability level, or beliefs.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

* Analyzes protocols; provides policy recommendations; advises Director of Rawlings Library & Customer Experience of security deficiencies and recommends corrective actions.
* Develops and maintains standard operating procedures for security personnel.
* Develops, maintains and provides security training to security and library staff. This includes incident report training and de-escalation technique training.
* Develops and conducts security training for all PCCLD staff, disseminates pertinent security information across the district, and makes presentations in department meetings.
* Updates Security Handbook and Standard Operating Procedures (SOP) as needed and works with branch managers and PICs to customize SOP for all branches.
* Develops and administers security programs and procedures
* Supervises and directs employees in the performance of their duties; supports and encourages development and growth with security employees
* Establishes liaison with clients and customers to ensure expectations are met and services are rendered
* Leads security programs and initiatives
* Directly interfaces with Pueblo Police Department and Pueblo Sherriff’s office
* Oversees safety and security operations for the library district.
* Supervises security staff, communicates clear performance expectations and conducts performance reviews, establishes work schedules, and coordinates the day to day activities of the security team; approves time records for payroll and time off requests.
* Participates in hiring security staff, facilitates security/ orientation and training, monitors and evaluates security officer performance and facilitates on-going development of the security team.
* Acts as liaison between security staff and all other library departments in coordination of security operations and resolves issues.
* Explains library policies to patrons, uses de-escalation techniques to address issues and resolve conflicts.
* Provides information and directions to library patrons while patrolling and surveying library property.
* Ensures that Rawlings library is secure at opening and closing; performs periodic checks of facility and grounds; monitors alarm systems and camera systems and responds to alarm activation (possibly after hours); performs on-call duties as required. Conducts routine security camera checks and coordinates with IT to ensure that all cameras are operational and submits work orders as needed for repairs.
* Works closely with Facilities Director on security issues relative to library facilities.
* Maintains accurate security records within legal compliance, ensures incident reports and suspension notices meet security standards, maintains security database and produces reports.
* Tracks security expenses to stay within budget.
* Maintains confidentiality in customer and staff interactions.
* Acts as liaison to local law enforcement, fire protection and emergency personnel.
* Builds partnerships with local government agencies, social welfare programs and library security professionals and other organizations to fortify PCCLD security efforts.
* Serves as a role model to security officers by demonstrating professionalism, skill and tact in response to incidents.
* Provides excellent customer service to create a safe and welcoming atmosphere for customers.
* Enforces policies and procedures with courtesy, tact and firmness; uses de-escalation techniques to defuse potentially threatening situations.
* Serves on the Health and Safety Committee.
* Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district.
* Regularly accesses electronic time keeping, payroll and personnel employee access systems.

**IV. OTHER DUTIES AND RESPONSIBILITIES**

* Prepares daily and monthly activity reports.
* Keeps informed about Library and department information.
* Participates in special projects as assigned.
* Attends regular department meetings and scheduled All-Staff meetings.
* Performs other job related duties as assigned.

**V. QUALIFICATIONS**

Education and Experience:

* Requires an Associate’s Degree in related field. Bachelor’s degree is preferred.
* Requires 3 years of related experience working directly with the public
* Requires 2 years of supervisory or team leader experience.
* Must have a valid Colorado driver’s license.
* Bilingual English/Spanish skills are a plus.

Skills and Abilities:

* Thorough knowledge of the PCCLD’s policies and procedures, especially those pertaining to emergencies and enforcement of rules and regulations (including the Code of Conduct), and ability to follow them.
* Ability to act as an ambassador of PCCLD by promoting its mission and vision to the public.
* Ability to exhibit leadership, sound judgement and professional demeanor in all situations, with ability to think, make decisions and act appropriately under pressure.
* Ability to write comprehensive, succinct incident reports and suspension notices and letters that are legally defensible.
* Must have excellent interpersonal communication skills including customer service skills, conflict resolution, de-escalation techniques and verbal judo.
* Must have the ability to adjust communication and connect with diverse populations including people of all ages, race, backgrounds and ability levels.
* Ability to design and facilitate security training programs.
* Ability to effectively use applications software, including Microsoft Word, Excel, Access, and Google based applications such as Gmail, Calendars and Docs.
* Ability to work effectively as a team leader and organize daily work of security staff.
* Knowledge of current security trends, surveillance and alarm products, and industry best practices.
* Knowledge of a variety of electronic and manual security systems.

Other Requirements:

* Must have the ability to stand and/or walk for multiple hours. Must be able to lift objects weighing up to 50 pounds.
* Job frequently involves dealing with belligerent or aggressive behavior requiring ability to manage emotions and maintain composure in stressful situations.
* Applicants must pass a criminal background investigation.
* Must possess a valid Colorado Driver’s License, driver’s insurance and maintain a clean driving record.

Equal Opportunity Employer.