This Job Description identifies the major responsibilities of this job.

1. **POSITION PURPOSE**

The Event Support staff members maintain a welcoming environment for events held in the library's grand event space. The position is responsible for welcoming and directing guests and ensuring the environment is. welcoming and secure.

The Event Support staff members work under the general supervision of the Manager of Security Services. This 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.

**II. PRIMARY DUTIES AND RESPONSIBILITIES**

* Provides excellent customer service, creates a courteous and welcoming atmosphere for event attendees.
* Greets customers and responds to directional inquiries.
* Demonstrates an understanding of the policies, procedures and regulations of the public library.
* Maintains a presence at events by completing activities such as monitoring crowd behavior, monitoring activity on library balconies, identifying trespassers, and reporting suspicious incidents.
* May identify and respond to safety and security concerns. Will work with Security Officer on duty to resolve security concerns.
* Explains library and event policies to guests, uses de-escalation techniques to resolve conflicts.
* Maintains guest compliance with general safety and security policies and procedures including the library district’s Rules of Conduct.
* Understands emergency protocols and quickly responds to an emergency should one arise.
* Is mentally engaged in the event through observation and will report any concerns or potential hazards.
* May communicate with other Event Support Staff or Security Staff through radio communication.
* Understands and helps enforce the logistics of the event, including Use of the Meeting Room and Event Space’s guidelines and agreement.
* Properly handles all equipment, including radios, computer equipment, flashlights, etc.
* Complies with the Library District’s dress code and arrives prior to the event start time ready to work.

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 system.

**QUALIFICATIONS**

**Education and Experience**

* Requires a high school diploma or GED and two years of related experience working directly with the public
* Bilingual English/Spanish skills are a plus.

**Skills and Abilities**

* Knowledge of PCCLD’s policies and procedures, especially those pertaining to rules and regulations (including the Rules 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 judgment and professional demeanor in all situations, with ability to think, make decisions and act appropriately under pressure.
* Must have excellent interpersonal communication skills including customer service skills, conflict resolution, and de-escalation techniques.
* Ability to effectively use computer applications including Microsoft Word and Google based applications such as Gmail, Calendars and Docs.
* Familiarity with electronic and manual security systems and cameras is a plus.

**Other Requirements**

* Ability to perform job tasks in an extremely professional manner in a customer service driven organization.
* Maintains constant awareness of surroundings.
* Reliable transportation to the work site.
* Exemplary customer service.
* Positive attitude.
* Often involves long periods of standing in one place while maintaining mental focus and presenting positive body language.
* Keeps an energetic and positive demeanor in any situation.
* Punctuality is a must.
* Must have the ability to stand and/or walk for multiple hours. Must be able to lift objects weighing up to 50 pounds.
* Applicants must pass a criminal background investigation.

Equal Opportunity Employer