This Job Description identifies the major responsibilities of this job.

**I. POSITION PURPOSE**

The purpose of the Security Officer is to help fulfill Pueblo City-County Library District’s (PCCLD) mission by maintaining a welcoming environment while ensuring public safety and enforcing library policies, procedures and Code of Conduct. This position provides information and directions to library patrons while patrolling and surveying library property.

**II. RELATIONSHIPS**

The Security Officer (SO) works under the general supervision of the Manager of Security Services, with daily direction from the Branch Manager of the job site. The SO works as a member of the security team to support adherence to security protocols and supports library staff in performing their jobs. The SO must maintain confidential information and serve as a role model for appropriate conduct in the library. 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.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

* Provides excellent customer service, creates a courteous and welcoming atmosphere for library customers and staff.
* Greets customers throughout the library, responds to directional inquiries and refers library service questions to appropriate staff.
* Patrols library facilities and property to identify safety and security concerns.
* Explains library policies to patrons, uses de-escalation techniques to address issues and resolve conflicts.
* May provide courier services to transport library materials between library locations.
* Enforces customer and staff compliance with general safety and security policies and procedures including the PCCLD Code of Conduct.
* Responds to and investigates disturbances on Library property; escorts unruly or disruptive persons from the premises; reports suspects involved with criminal activity to the appropriate law enforcement agency.
* Writes incident reports, suspension notices and letters within security standards for legal compliance; prepares daily/weekly activity reports.
* Understands emergency protocols and quickly responds to emergencies in accordance with the Emergency Action Plan. If needed, acts as liaison between the Library and local fire departments and law enforcement agencies.
* Maintains records and reports relating to safety and/or insurance issues; maintains customer and staff confidentiality within local, state and federal requirements.
* Secures library at opening and closing; performs periodic checks of facility and grounds; monitors alarm systems and responds to alarm activation (possibly after hours); performs on-call duties as required.
* Participates in regularly scheduled department meetings. Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.
* 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**

* Participates in special projects as assigned.
* May serve on library committees.
* Performs other job related duties as assigned.

**V. QUALIFICATIONS**

Education and Experience:

* Requires a high school diploma or GED and a minimum of one year of related experience working directly with the public in a security officer, school guard, or military capacity.
* 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 effectively use security applications software, including Microsoft Word, Excel, Access, and Google based applications such as Gmail, Calendars and Docs.
* Familiarity with 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 and push /pull a fully loaded book cart weighing up to 200 pounds.
* Job frequently involves dealing with belligerent or aggressive behavior requiring the 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.