This Job Description identifies the major responsibilities of this job.

**I. POSITION PURPOSE**

The purpose of the Full-time Security Officer (SO) 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 Rules of Conduct. This position provides information and directions to library patrons while patrolling and surveying library property.

**II. RELATIONSHIPS**

The Full-time 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 Full-time SO works as a member of the security team to support adherence to security protocols and supports library staff in performing their jobs. The Full-time SO must maintain confidential information and serve as a role model for appropriate conduct in the library. This position may serve as Security Person-in-Charge (PIC) as needed. 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**

**Security Officer Duties:**

* Provides excellent customer service, creates a courteous and welcoming atmosphere for library customers and staff.
* Will be deployed to any library location as needed.
* 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.
* Facilitates library reinstatement meetings for individuals previously suspended to assess readiness for reentry and adherence to library district rules of conduct.
* May provide courier services and/or deliveries as needed.
* Enforces customer and staff compliance with general safety and security policies and procedures including the PCCLD Rules 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 and performs periodic checks of facility and grounds
* Monitors alarm systems and responds to alarm activation.

**Person in Charge Responsibilities:**

* Serves as Person-in-Charge (PIC) when the Manager of Security Services is not on duty. Includes being the point of contact for frontline staff regarding safety concerns, filling both security and event support substitute shifts, making decisions about escalating security responses if needed, ensuring that incident reports are completed in a timely manner and monitoring the overall safety and security of library district buildings.
* May be anchored at a particular library location, but will patrol all library facilities and property to identify safety and security concerns. May be stationed at various library branches as needed.
* The Full-time Security Officer acts on delegated authority to make certain decisions (within guidelines), such as temporary suspensions or service limitations for patrons posing a safety risk.
* Understands emergency protocols and quickly responds to emergencies in accordance with the Emergency Action Plan. If needed, acts as a liaison between the Library and local fire departments and law enforcement agencies.
* May lead the training of new Security officer hires.
* May lead safety and security training for all library district personnel.
* May conduct research in support of projects and assignments for the Security function.
* May review and archive security camera footage for investigations or in response to requests from local law enforcement. In the absence of the Security Manager will seek approval from the Executive Director to release footage.
* Assists with filing and tracking incident reports. May assist with data reporting.

**IV. OTHER DUTIES AND RESPONSIBILITIES**

* 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.
* 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 three (3) years of related experience working directly with the public. Experience in a security officer or peace officer role is strongly preferred.
* Exceptional Customer Service skills are a key requirement.
* An Associate’s or Bachelor’s degree in Criminal Justice is preferred.
* Must have a valid Colorado driver’s license and reliable transportation.
* 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 Library 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 judgement and professional demeanor in all situations, with ability to think critically, make decisions and exhibit a calm demeanor under pressure.
* Ability to write comprehensive, succinct incident reports and suspension notices and letters that are legally defensible.
* Ability to gain proficiency in working with software, security cameras and/or manual security systems and/or manual security systems and any other software tools that are introduced and utilized.
* Proven ability to exercise sound judgement and demonstrated problem-solving skills.
* 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.
* Demonstrated ability to effectively use applications software, including Microsoft Word and Excel as well as Google Workplace applications.
* 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 hostile 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.