

Trails Regional Library

Public Safety Technician I and II – 19-hour

Job Description

SUMMARY

The safety technician will assist library staff to provide a safe and secure environment in and around the library premises. In addition, the safety technician may assist with customer service needs to help maintain a pleasant, safe and friendly atmosphere in the library. The position requires working with the public of all ages, enforcing policies, answering simple directional questions and providing other basic assistance in the library.

HOURS OF WORK (19-hour position)

Part time position: 19-hours per week. Hours are subject to change according to the needs of the library system. Evening hours and Saturdays could be included in the schedule. All appointments to positions at Trails Regional Library shall be for a probationary period of six months.

REQUIREMENTS

Education and Experience

Must be at least 21 years of age with no disqualifying criminal history. Must be legally authorized to work in the United States. Minimum of high school diploma or equivalent is required. One-year experience in safety, security, loss prevention or law enforcement is required. Having a helpful and courteous attitude is a must.

ESSENTIAL DUTIES

In addition to other duties as assigned, the safety technician has these specific responsibilities:

1. Greet staff and patrons of varying cultures, ages, and abilities in a consistently friendly manner.
2. Patrol the premises regularly to assist patrons, maintain order and establish a presence.
3. Assist with enforcement of relevant library policies as necessary.
4. Respond immediately to emergencies to provide necessary assistance to staff and patrons.
5. Contact the local Police Department when necessary.
6. Provide excellent customer service.
7. Provide basic circulation desk duties, ie. Checking in/out, filling holds, etc.
8. Provide detailed reports on daily activities and any incidents that may have occurred to supervisor and/or administration.

Skills or Knowledge Required

1. Enthusiasm for working with the public and a wide variety of people to create an inclusive and safe environment.
2. Ability to follow written and oral directions
3. Ability to work cooperatively with other staff members and local first responders.
4. Ability to analyze situations quickly and objectively.
5. Ability to assist persons in distress and need.
6. Possess understanding to not share sensitive or confidential information with unauthorized persons.
7. Possess good problem-solving skills.
8. Ability to handle situations firmly, courteously, tactfully and impartially.

9. Communicate effectively, both orally and in writing using English.
10. Ability to work without direct supervision.

Physical Requirements

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential physical requirements of this position.

1. See, read and understand policy and procedures, reports, memorandums and other written materials in English, in both electronic and hard copy format.
2. React and move rapidly from a sedentary to active condition in response to environmental or duty-related situations or events.
3. Hear spoken or recorded information
4. Speak English in a clear, concise and audible manner.
5. Assume a variety of bodily positions and postures possibly for long periods of time to include sitting, standing, bending, reaching, leaning, pushing, pulling, grasping, turning, twisting, lifting and walking.
6. Operate all equipment such as telephones, computer or workstation keyboards, mouse, calculators, printers, copy machines, scanners and hand-held equipment.
7. Travel to meetings and mandatory training sessions as directed by the supervisor.
8. Establish and maintain effective working relationships with supervisors, coworkers, employees of other public safety and emergency organizations, and the public.
9. Maintain self-control at all times.
10. Continue performing all required tasks at a professional level when faced with unpleasant and/or emergency circumstances.

Environmental Factors

1. Personal danger, including but not limited to: aggressive behavior, either verbal or physical.
2. Be able to tolerate dust and mold encountered by working around books and other library materials or in library buildings.

COMPENSATION AND BENEFITS

1. Salary Track: C if 1 to 5 years' experience
D if 5+ years' experience
2. Benefits: This position is not eligible for benefits.