



Job Description **Safety and Security Specialist**

Position Overview:

Primary Location: Richmond Branch
Department: Support Services

Position Status: Staff — Hourly
Employment Status: Part-Time

The **Safety and Security Specialist** is a customer service position that is responsible for ensuring a safe, secure and welcoming library experience for both customers and library employees. This position requires keen situational awareness to anticipate and identify potential safety and security issues, along with sound problem-solving skills to effectively mitigate concerns within library properties. A successful Safety and Security Specialist is driven to serve with empathy and is highly proficient interacting with all members of our diverse community. Success is measured by effective work methods, strong team work, positive and effective communication, and an eagerness to learn and develop essential library skills. We work together to promote literacy, provide free access to information, and enable meaningful community connections.

Essential Responsibilities:

- Performs regular patrols of library buildings and grounds to identify areas of concern, and acts appropriately to report and mitigate those issues in alignment with library policies and procedures.
- Maintains constant awareness of customer activities within library properties, paying particular attention to, and appropriately reporting, activities that might pose safety and/or security risks.
- Demonstrates empathy and practices professional de-escalation techniques when mitigating incidents involving library use.
- Maintains comprehensive knowledge for all library policies governing safety and appropriate library use, and takes action to ensure that personal behaviors support public library standards.
- Coordinates emergency responses as they occur, effectively leveraging positive relationships with local law enforcement and emergency responders as appropriate.
- Ensures that library buildings are opened for customers on time and are secured at the close of each business day.
- Coordinates access to public meeting spaces and other customer areas.
- Greets and engages with library customers to discover and meet a variety of needs, while demonstrating a sincere desire to serve.
- Actively promotes library programs, public facilities and community services.
- Promotes library use by offering library cards to new customers and their families.
- Be reliable, provide assurance, work with empathy, and be responsive to customer needs.

Education, Experience and Skills Requirements:

- Bachelor's Degree is required.
- Previous employment experience in customer service or public service is required.
- Current First Aid and CPR certifications will be required. Emergency Response Management certification is preferred, but not required.
- Available to work a flexible schedule that may include evenings, weekends and holidays.
- Ability to travel within Madison County and overnight to conferences as needed.

NOTE: All employees of the Madison County Public Library are required to maintain the capacity to: 1) demonstrate proficiency with computers, common office software, current operating systems, emailing, and internet navigation; 2) operate basic work equipment such as print/scan/fax/copy machines, cash registers, book carts, manual tools, audio/visual equipment, and multi-line communications systems, with sufficient mobility to lift and/or handle library materials (with or without reasonable accommodations); and 3) work in a public library environment that may include the potential for exposure to possible contaminants including (but not limited to) noise, arts and crafts chemicals, ink on printed pages, dust and mold, animals, cleaning chemicals, as well as the spread of communicable disease.

Updated 7/1/2023*