



**Mansfield/Richland County
Public Library**

**VACANCY POSTING
& JOB DESCRIPTION**

Security Guard

Applications will be accepted until 5:00 p.m. on Thursday, May 9, 2024.

Application forms are available and accepted at all MRCPL locations, or complete an online application on our website: www.mrcpl.org/about/employment

This is a full time (40 hours per week) position working days, evenings and weekends.

Reports to:	Facilities Coordinator	FLSA Status:	Non-exempt
Pay Grade:	13; \$14.67/hr to start	Location:	Main Library

Positions Supervised: None

POSITION SUMMARY: Under general supervision of the Facilities Coordinator, the Security Guard enforces Library rules for customer behavior and safeguards Library staff, customers and materials in buildings and on grounds. The Security Guard also performs housekeeping duties in the absence of Maintenance personnel and responds to building-related emergencies, as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Basic computer skills and ability to use Microsoft Office, internet and email
3. Ability to read, write, speak and understand English
4. Ability to remain calm during stressful situations
5. Prior experience in a security role is preferred.
6. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
7. Physical requirements: Engage in extended periods of sitting, standing, walking, and climbing stairs. Engage in intermittent periods of typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile, carpet or uneven concrete. Must be able to patrol Library properties and parking areas by foot in all weather conditions and perform general housekeeping duties (including cleanup of spills and bodily fluids) when Maintenance staff are not available, including mopping, vacuuming and setting up/tearing down chairs and tables. Must also operate snow blower, leaf blower and salt spreader for snow removal and salting of walkways, as needed.
8. Favorable results of pre-employment background check
9. Reliable transportation in order to meet work requirements

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| 10. Valid vehicle operator's license with acceptable driving record and current vehicle insurance. Travel within Richland County is required. |
| 11. Required at time of hire: proof of eligibility to work in the United States. |

KNOWLEDGE, SKILLS AND ABILITIES:

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| 1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire) |
| 2. Knowledge of safe work practices and safe lifting techniques (acquired after hire) |
| 3. Knowledge of building security and lock systems and procedures (acquired after hire) |
| 4. Knowledge of accepted practices of security operations that relate to public facilities (acquired after hire) |
| 5. Knowledge and awareness of Library policies and procedures relevant to emergency preparedness, including natural disasters and security situations (acquired after hire) |
| 6. Knowledge and skill in resolving staff and customer concerns and complaints |
| 7. Ability to perform duties effectively and sensitively with customers of various ages, personalities, abilities and backgrounds |
| 8. Ability to present clear explanation of Library rules to members of the public and enforce established policies, procedures and standards of public behavior in a non-discriminatory fashion |
| 9. Ability to work with customers who may be ill, disabled, impaired and/or emotionally upset. |
| 10. Ability to think and act appropriately and professionally under pressure |
| 11. Ability to listen attentively and actively |
| 12. Ability to operate two-way radio, communication and surveillance equipment (acquired after hire) |
| 13. Ability to direct others in emergencies or other dangerous situations |
| 14. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions |
| 15. Ability to understand and follow specific instructions |
| 16. Ability to work independently in the absence of close supervision |
| 17. Ability to prioritize work and efficiently carry out assigned tasks and projects |
| 18. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested |
| 19. Ability to remain mentally alert, focusing attention on detail and accuracy |

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

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| 1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email |
| 2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers |
| 3. Ability to use good judgement and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public |
| 4. Ability to communicate effectively, both orally and in writing |
| 5. Ability to adapt and adjust to changing situations |

6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understanding and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
5. Enforce library policies and procedures for customer behavior, including warnings, ejections and/or calling the police.
6. Maintain building security by patrolling building and grounds frequently and monitoring surveillance equipment.
7. Respond to alarms, including theft detection equipment.
8. Assist staff in dealing with customers, particularly those who disrupt normal operations.
9. Maintain awareness of events in and around the Library.
10. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
11. Recognize situations requiring attention and handle these effectively, often defusing them before they become a problem.
12. Take lead role in responding to building emergencies and evacuations, including contact with emergency responders.
13. Resolve conflicts and negotiate solutions without force or provoking conflict.
14. Complete clear, accurate and detailed incident reports for submission to Administration and for use by police, if needed.
15. Respond to medical emergencies and call 911 as needed.
16. Circulate among customers and employees, ensuring safety of Library operations.

17. Open and close Main Library as per department procedures.
18. Ensure staff safety at closing, assisting staff to their vehicles as requested and making sure all staff members have left the premises safely.
19. Work flexible schedule and maintain regular and predictable attendance
20. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values
2. Retrieve materials from external return bins, as needed.
3. Take outgoing mail from the Business Office to the curbside mail box.
4. Deliver materials throughout the building and bring materials to the Circulation department.
5. Set up and tear down tables and chairs for Library programs when needed.
6. Give performers and presenters building access and perform crowd control duties for special programs at the Library.
7. Work at Branch locations, as requested.
8. Perform minor maintenance/housekeeping duties as needed, including clean up and/or mopping of spills or bodily fluids following MRCPL procedures, vacuuming, snow removal and salting.
9. Abide by MRCPL uniform requirements.
10. Work Sunday rotation as scheduled.
11. Communicate regularly with supervisor, detailing recent or ongoing incidents.
12. Attend meetings as scheduled by the Facilities Coordinator
13. Attend Staff Development Day, and additional workshops and seminars as assigned
14. Perform additional tasks as required by the upward chain of command, which moves from the Security Guard to the Facilities Coordinator to the Director.