

# JOB POSTING

## PUBLIC SAFTY OFFICER

Schaumburg Township District Library has a part-time **Public Safety Officer** position open to be primarily located at the Schaumburg main facility. We are looking for experienced, motivated, team oriented, flexible Public Safety Officer.

- Our opportunity is between **25 - 30 hours per week** to be scheduled during library hours and required to work some nights and weekends. The schedule is based on the needs of the library and could change if and when needed.

Starting pay is at \$14.96 - \$18.71 per hour based on skills and qualifications.

### Position Overview:

The Public Safety Officer is responsible for ensuring security authority while keeping the Library a friendly place to visit for everybody. Additionally, the Public Safety Officers are responsible for maintaining a safe and secure environment for patrons and employees, and to safeguard the building and property.

### Requirements for all Employees:

- Ability to be a team-player and work pleasantly and effectively with all patrons, staff, supervisors, and others.
- Ability to learn various job functions, perform them correctly, and understand the necessity in overall library operations.
- Ability to independently function efficiently in a changing and varied environment with frequent interruptions.
- Ability to exercise good judgement and focus on details.
- Ability to follow all library policies and procedures.
- Demonstrates commitment to incorporating principles of Diversity, Equity, and Inclusion into everyday work.

### Essential Duties and Responsibilities:

- Maintain an alert, welcoming, and visible presence throughout the Library, to prevent or deter situations from occurring or escalating by routinely patrolling the Library building and property.
- Circulates continuously among public service areas of the library and outside around library property.
- Works with library staff to prevent and manage incidents occurring on library property, including preparing and reviewing written incident reports and completing necessary follow-up on incidents.
- Works with staff to provide information, support, referrals, and assistance to people who are experiencing mental health issues, addiction, homelessness, or issues of general exclusion or disengagement.
- Performs a total security check of library facilities after closing.
- Regular, predictable, and punctual attendance
- Maintain an acceptable noise level within the Library.
- Enforce the guidelines within the Code of Conduct and assure that acceptable behavior is maintained by patrons.
- Balance security authority with keeping the Library a friendly place to visit for everybody.
- Diffuse situations as necessary and utilize de-escalation techniques.
- Assist patrons as necessary and respond to staff calls for assistance.

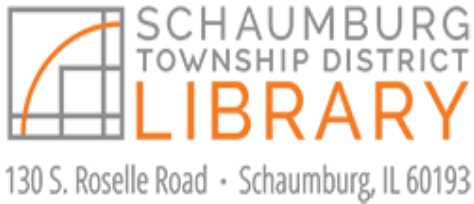
- Dress in Library-provided uniform, or when not available, in a manner that states the position is one of authority.
- Treat all patrons and employees fairly and with an open mind; maintain patron and employee confidentiality.
- Communicate problems that arise with supervisor or designee; particularly situations where patrons are not following Patron Code of Conduct.
- Keep apprised of Library programs, policies and procedures, and building layout to most effectively assist patrons.
- Maintain working knowledge of computer systems and technology needed in the position or as an employee.
- Clear communication in person, on the telephone and in writing.
- Ability to work independently and to work effectively as a team member.
- Provide professional courtesy to all patrons and staff members.
- Abide by the Standards of Excellence for employees, and the employment policies and procedures of the Library.
- Cope with stress of the job and get along with coworkers.
- Attend meetings and training as required or requested.
- Follow instructions from Branch Managers when at branch libraries.
- Other duties as assigned.

#### **Minimum Competencies:**

- Outstanding interpersonal and communication skills (written and oral).
- Exceptional organizational skills
- Ability to collaborate with others, and to develop and maintain effective working relationships with a culturally diverse workforce and community.
- Ability to thrive in a working environment with constant public contact with people from all backgrounds and age groups.
- Broad cultural competency knowledge and skills.
- Dedication to the pursuit of equity, diversity, and inclusion.
- Ability to exercise reasonable and professional judgement.
- Ability to anticipate and creatively solve problems with a flexible mindset and handle stressful situations in a positive manner.
- Ability to fairly and consistently apply library's policies, including Appropriate Library use policy and Enforcement of Library Use Rules and Notification of Suspension policy.
- Ability to attain CPR/AED certification and deliver basic first-aid.
- Ability to work independently and handle multiple initiatives in a prompt and effective manner.
- Outstanding customer service skills.
- Ability to adapt in an innovative environment and positively adjust to change.
- Ability to handle a wide variety of activities and confidential matters with discretion.
- Ability to learn state and local laws related to library safety.
- Ability to use extensive workplace technology including email, internet, intranet, 2-way radio, CCTV surveillance software, and mobile smartphone.

#### **Work Environment and Physical Demands:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- The physical demands to perform the assigned task(s) may include frequent standing, walking, reaching, stooping, crouching, lifting and pushing.
- The noise level in the work environment is usually moderate.
- The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds and push up to 100 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**Education and/or Experience:**

- Associate's degree (A.S.) in Public Service or Security or equivalent from two-year college or technical school; or one-year related experience and/or training; or equivalent combination of education and experience.
- Experience working with children and parents in a customer service field.

The deadline to apply for the job posting is:  
July 7, 2022

If you are interested in applying for the **Public Safety Officer** position, please submit your resume by clicking the link: <https://schaumburglibrary.recruitpro.com/jobs/223975-34409.html>

*Schaumburg Township District Library is an Equal Opportunity Employer*