Security Officer – Reynoldsburg Branch (full-time)

Starting Pay: $19.00 - $20.00 (based on experience)

Apply Today!


PURPOSE OF JOB

Ensures an orderly, safe and secure environment for customers and staff; addresses disruptive or offensive behavior, unsafe conditions and minimizes theft of library property. Ensures a positive customer experience.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Patrols buildings and grounds at regular intervals and appropriately handles observed irregularities or problems. Prevents theft of Library property and follows all issued post orders.

2. Uses non-violent crisis intervention and de-escalation techniques to diplomatically confront people engaged in disruptive, offensive or inappropriate behavior; suspends from property as necessary.

3. Ensures a positive customer experience by greeting customers, answering directional questions and participating in organization-wide initiatives/special events.

4. Responds to, investigates, and reports any safety hazard, security incident, parking enforcement or emergency, including reviewing CCTV footage as needed.

5. Ensures that the building is secure at closing and that all staff and customers depart safely. Completes issued closing checklist daily.

6. Maintains a professional appearance by keeping uniform in good condition and promptly reporting uniform needs to Security management.

7. Carries all necessary equipment in working order while on duty and promptly reports equipment needs to Security management.

8. Collaborates with law enforcement on public safety issues. Files police reports and appears in court as needed.

9. Assists in emergency response drills and other training throughout the year.

10. Assists with testing and validation of security equipment (lockdown buttons, alarm panels, panic buttons, security cameras, etc.) as needed.

11. Assists physically challenged customers entering or leaving library facilities.

12. Renders first aid in medical emergencies. Contacts trained medical professionals as appropriate.

13. Documents incidents in the reporting software according to guidelines.
14. Brings serious issues or those with significant risk to Security and location management for awareness and resolution.

15. Serves as on-call Officer or fills in as Dispatcher as needed.

16. Performs additional duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

1. High school diploma or G.E.D.

2. Experience or training in security, public safety, public service, corrections, youth services or a combination thereof, preferred.

3. Ability to pass a Physical Readiness Assessment.

4. Ability to communicate effectively and concisely, both orally and in writing.

5. Ability to carry and use Oleoresin Capsicum (OC or pepper spray) upon receiving necessary training.

6. Must be able to work a flexible schedule, including weekends and evenings, willing to carry a cellular telephone as directed by management for response to library emergencies and service requests. Work schedule includes rotational on-call duties.

7. Must have the ability to actively patrol (on foot) throughout the duration of their shift and to quickly respond to incidents.

8. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job related equipment and systems.

9. Valid driver license which meets the minimum requirements of CML’s vehicle insurance policy and access to a personal vehicle to promptly report to varied work locations as assigned.

SCHEDULE

Monday - Thursday 12:00-9:00pm, Friday 9:00am-6:00pm. Sundays 1:00-5:00pm (as assigned).