



Job Title: Security Guard

Class Code: 865

Department: Public Services

Created: January 2024 | Status: Non-exempt

Position Overview:

The Security Guard is responsible for maintaining safety and security across all Spokane Public Library facilities. This role involves implementing security protocols, conducting routine safety assessments in collaboration with staff in order to maintain a safe and secure environment for all Library staff and customers. This position demands a high level of alertness and a commitment to upholding the library's standards and policies, including the Spokane Public Library Code of Conduct. The ideal candidate will have a strong sense of responsibility, excellent observational skills, and the ability to interact positively with the public. The Security Guard reports directly to the Safety and Security Manager.

Responsibilities:

- Execute security operations, including monitoring, patrolling, and responding to incidents.
- Implement and adhere to safety and security policies and procedures in alignment with library objectives and regulations.
- Respond to and manage any emergency situations or incidents, utilizing safety protocols and reporting tools effectively.
- Conduct routine security duties at assigned station to identify potential risks, trespassers, individuals, and implement preventive safety and security measures.
- Enforce the library's Customer Code of Conduct.
- Keep detailed logs of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
- Access and download surveillance video clips as needed for security recordkeeping, while strictly upholding the library's privacy policies.
- Provide assistance and information to patrons and staff, including directions and information about library services.
- Collaborate with staff to align with the library's code of conduct, safety operations and social service initiatives.
- Serve as a point of contact for local law enforcement agencies while on site.
- Assist in the maintenance of order during high-traffic periods or events held at the library.

- Participate in safety and security training as assigned.

*These responsibilities listed above **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

Preferred Qualifications:

- Five years of experience in security settings, preferably within a public setting.
- Must have or be able to obtain Security Guard license or equivalent training.
- Must have or be able to obtain CPR/First Aid Certification.

Required Knowledge of:

- Knowledge of relevant local, state, and federal safety and security laws and regulations.
- Computer equipment and standard office programs.

Required Skill in:

- Establishing and maintaining effective working relationships with library customers, the general public, staff, and other Library departments
- The ability to communicate and work effectively as a member of a team.
- Ability to work effectively in a diverse, public-facing environment.
- Ability to remain calm during high-stress situations.
- Strong verbal and written communication, de-escalation and interpersonal skills. Must be able to respond effectively to emergency situations.

Work Environment: The work is performed on library property, both indoors and outdoors, requiring physical tasks such as sitting, standing, walking, running, bending, reaching, climbing step stools/ladders, climbing stairs, and applying sufficient force to move objects as necessary. The work requires a level of physical fitness that allows an individual to perform typical functions involved in safety and security. The majority of the workday will be spent on foot, actively patrolling the multiple floors of the library.

Accommodation Information: We are committed to providing reasonable accommodations to employees with disabilities. If you are a person with a disability and need assistance in the application process or during the selection process, or if you require any modifications to your work environment, please let us know so we can provide you with a supportive work experience.

About Spokane Public Library

The Spokane Public Library's mission and vision is to be a community of learning and to inspire a thriving city through cultural and educational opportunities. We value education, collaboration, diversity, innovation, the customer experience, and everyday accountability. Since 1894, we have been dedicated to bringing people, information, and ideas together for the continuous growth and success of our community.

We are committed to staff development, recruitment, and promotion that embraces diversity in age, race, color, ethnicity, marital status, gender identity or expression, language, national origin, mental and physical ability, religion, sexual orientation, veteran status, and other characteristics. We are committed to creating a workplace that is welcoming of intersectional identities in all its forms.