

WAUKEGAN PUBLIC LIBRARY

JOB DESCRIPTION

TITLE: Safety Monitor

CLASSIFICATION: Non-Exempt, Part-Time

Job Summary:

The Safety Monitor is responsible for assisting staff in maintaining a safe, secure, and welcoming environment through equitable enforcement of policies and procedures, which allows us to provide high quality service to the public and to protect and maintain the library's materials, property, visitors, and staff. This position also assists with opening and closing of the building, light maintenance work, and directional assistance to patrons.

Minimum Qualifications

Education and Experience

- Requires knowledge typically received through completion of high school or equivalent
- Successful completion of State of Illinois 20-hour Basic Security Officer course preferred
- Ability to speak Spanish preferred.
- Experience in the security field in a comparable setting preferred.

Knowledge, Skills, and Abilities:

- Strong oral communication skills, ability to communicate effectively in English.
- Good people skills and the ability to establish, maintain, and foster cooperative and courteous relationships with the public, peers, and supervisors.
- Demonstrated ability to provide excellent customer service.
- Ability to identify potential issues quickly and discreetly, and to effectively defuse them without disruption to public service, using de-escalation and crisis intervention practices.
- Ability to exercise reasonable and independent judgement and initiative in problem solving and to respond appropriately in interpreting and applying policy.
- Familiarity with technology currently used in library or security setting, including email systems, Microsoft 365 (Microsoft Word, Teams, etc.), security cameras, two-way radios, and a willingness to learn new technologies.

Essential Job Functions:

- Creates and maintain a welcoming, safe, and comfortable library environment for all patrons.
- Works with staff to enforce the Library Use Policy in a manner consistent with the organization's values and practices.
- Assists with opening and closing procedures, responsible for ensuring that all staff (aside from custodial) have left the premises at closing.
- Monitors and secures the library building and grounds, regularly walking the building to check in with service desk staff and have an awareness of daily usage and any safety concerns.
- Responds to staff requests for assistance and collaborates with staff to follow through with documentation, referrals, and support for incidents or accidents.
- Answers directional questions and refers patrons to appropriate staff for other inquiries

- Reports any safety or security issues to the Person-in-Charge on site, as well as their supervisor.
- Assists with all emergency procedures including the safe evacuation of building when necessary

Additional Duties:

- Assists in maintaining a clean building by picking up trash left outdoors and indoors.
- Assists with light maintenance, such as salting in the winter, and room set up as needed.
- Monitors back parking lot for unauthorized vehicles.
- Escorts staff to personal vehicle upon request.
- Attends appropriate meetings, workshops, and conferences to meet the 12-hour continuing education requirement for all staff and to stay informed of best practices in the field.

Working Conditions/Job Requirements:

- May require evening and weekend hours or rotation.
- Requires movement throughout the building and grounds for most of a shift.
- May require work outside in all types of weather.
- Able to move, lift, push, carry, and put away items up to 50 lbs.