



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Security Manager
Reports To: Chief Guest Officer
Division: Guest Services

Position Code.: 1087-120
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

Under general administrative direction, oversees administration, coordination, assessment, evaluation, and strategic planning of security services for the library system. Supervises library employed security officers and staff; oversees third-party contract guards. Creates a safe and welcoming environment that is inclusive and considerate of the diverse communities the library serves, ensuring all persons are treated with dignity and respect.

ESSENTIAL JOB FUNCTIONS:

- Establishes strategic goals and initiatives for systemwide security services with the library's mission and core values in mind.
- Provides excellent guest service and ensures security services are rendered in alignment with the library's values, policies, and procedures.
- Builds relationships with library leadership, library managers, and library staff to foster a security presence that is prepared and aware of the communities the libraries serve.
- Trains, coach and counsel new and existing security staff and library staff on security best practices.
- Helps to foster a culture of preparedness and emergency response.
- Reviews unusual incident reports and makes recommendations to library leadership based on patterns observed, repeat offenders, and repeat violations of the Rules of Conduct.
- Monitors incidents at all library locations and provides information to library leadership.
- Maintains professional awareness of current events, related developments and trends through reading professional literature, other news media, and participating in professional associations and continuing education.
- Develops relationships with community law enforcement agencies to educate them about our libraries and educate them about the need for timely and appropriate responses to security/emergency incidents at all locations, while working to minimize security related risks.
- Conducts regular site visits to all libraries to include locations with contract security guards and/or other library security equipment.
- Performs periodic risk assessments of potential threats and educates library administration, management, and staff to create a culture of readiness, responsiveness, and preparedness.
- Identifies security learning opportunities and develops learning plans for all staff on relevant security topics to help empower others to create safe and welcoming environments in all libraries and at all facilities.
- Handles sensitive security matters and investigations in a manner that is professional, minimizes risks, and works to reduce threats.
- Approves invoices received from vendors.
- Investigates complaints in conjunction with the Human Resources department regarding guest service issues involving security staff.
- Prepares and/or updates "post" instructions based on the needs of the location, the desires of the library managers at the assigned library buildings and changing security concepts and practices.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including scheduling, managing, and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Participates in the preparation of security service bid documents and the review of bids submitted.
- Works with security contractor to resolve issues and problems.
- Serves as the principal liaison to security contractors and security system equipment providers.
- Represents the library at meetings involving security, both systemwide and community based.
- Serves as the principal trainer and subject matter expert for all security related subject matters.
- Reviews security footage/images in security camera recorders to assist security staff, contract guards, library administration and/or the police in identifying and solving problems.
- Researches, obtains, and reviews crime statistics by library location.
- Prepares recommendations for changes in security hours and locations.
- Responds to intrusion alarms/alarm calls and takes appropriate action as needed.

- Collaborates with the Information Technology and Facilities Maintenance departments regarding the access control system.
- Works with library leadership and others to arrange after hours and special events security coverage and address special security needs.
- Participates in hiring staff in conjunction with the division head and the Human Resources department.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with guests, staff, contractors, vendors, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- Firearms
- General Office Equipment
- Security Monitoring Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Associate degree from an accredited college or university in sociology, criminal justice, or a related field; and
 - Three or more years of security or law enforcement experience; and
 - Three or more years of supervisory experience;
- or
- High school diploma or GED; and
 - Four or more years of security or law enforcement experience; and
 - Three or more years of supervisory experience.

Licenses and Certifications:

- Oklahoma CLEET issued armed security guard license.

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Bachelor's degree from an accredited college or university in sociology, criminal justice, or a related field.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of security and supervision.
- Record keeping, report preparation, filing methods and records management techniques.
- Standard business math, including percentages and decimals.
- Non-combat control and de-escalation techniques
- Basic budgetary principles and practices.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using control techniques for disruptive/difficult people.
- Organizing and administering projects and programs, meeting deadlines and expectations.
- Communicating clearly and effectively, both orally and in writing.
- Speaking publicly, including the ability to respond to questions.
- Using interpersonal skills that build and maintain strategic relationships with internal and external guests.
- Operating firearms in accordance with CLEET guidelines.

Mental and Physical Abilities:

- Ability to respond to onsite emergency situations within a reasonable amount of time.
- Ability to recognize and react to hostile/hazardous events and persons, and skills to train others in appropriate response techniques.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures.
- Ability to relate well to diverse populations.
- Ability to prioritize and deal with several tasks concurrently, while maintaining flexibility, high energy, creativity, and attention to detail.
- Ability to use reason, sound judgement and collaboration in decision making.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to analyze, integrate and interpret data from various sources and to plan, develop and implement strategies.
- Ability to travel to various locations and to access reliable transportation to do so.
- Ability to apprehend individuals and strength to sustain dominance when unruly.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises security staff.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Working time may require irregular hours and/or on-call status.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.