

Racine Public Library
Substitute Public Safety Specialist
Part-Time; Varying hours per week
Grade C

POSITION PURPOSE:

Racine Public Library is a learning institution dedicated to equity, diversity, inclusion, anti-racism and community-building. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Employees will contribute to a positive customer experience with the public and co-workers. Essential duties may change in response to evolving community needs.

This position reports to the Business Manager and is responsible for actively ensuring a welcoming, safe, secure and pleasant work environment for community members and staff through the enforcement of policies and procedures, preventing any potential conflicts from escalating, and resolving disruptive behavior through proactive customer engagement, dialogues, and positive interactions while keeping in mind the Library's objectives for access and equitable treatment for all. This position is part-time and will be on a will-call schedule. This position will provide backup to our two regular part-time PSS positions and will be scheduled on a varying, as-needed basis.

ESSENTIAL DUTIES:

- Engages with community members and staff in a positive and effective manner.
- Provides excellent customer services to all community members and staff.
- Proactively engages with community members to address issues in order to build rapport and quickly de-escalate situations and minimize disruption.
- Circulates among visitors, community members, and employees to ensure a safe and positive environment and customer experience. Greets members, answers directional questions, and assists those with disabilities.
- Secures premises and personnel by patrolling property; monitoring surveillance equipment, and inspecting the building, equipment, and access points.
- Assists in opening, closing, and securing the Main Library.
- Makes rounds during open hours, examines doors and windows and monitors for potential facility problems. Reports all facility problems to the Stationary Engineer.
- Interprets and communicates the Library's policies and procedures to the public in a customer-friendly manner.
- Responds quickly to requests for security presence during critical incidents (i.e. assisting staff in de-escalating situations with community members, being a presence in the event of threat against staff, etc.)
- Writes reports and gathers information to be shared with staff and that may be used in a court of law.
- Contacts police *as needed*, including filing complaints and making court appearances.
- Participates in all staff training, as well as any required safety and security training and meetings as a representative of the Library.
- May participate in training of new safety staff members.
- Refers patrons to the Library's social worker and other community resources when appropriate.

- Contributes to a positive work environment by being helpful, respectful, and approachable to both staff and the public.
- Reads professional literature and maintains working knowledge of latest trends in the field of library security.
- Provides support to the Library's Maintenance staff as needed.

OTHER DUTIES:

This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Ability to establish and maintain effective working relationships with a diverse group of community members and staff throughout the Library and outside the organization.
- Demonstrates a commitment to diversity, equity and inclusion efforts of all colleagues and library members regardless of age, cultural background, ability, ethnicity, gender identity, immigration status, national origin, race, religion, sex, sexual orientation, and socioeconomic status.
- Must have highly effective communication skills with the ability to proactively diffuse and de-escalate situations.
- Demonstrate positive, proactive customer service skills.
- Has the ability to remain calm and have sound judgment in a crisis situation.
- Has excellent observation skills.
- Ability to multitask many variable duties, requests, and responsibilities.
- Demonstrates basic technology and computer skills and has the ability and willingness to adapt to new technologies.
- Ability to read, understand, and interpret manuals, policies and procedures, rules, regulations, memos, letters, reports, and legal documents.
- Ability to pass a background check.
- Demonstrated passion for and investment in the Racine community.
- Handles and responds to concerns, complaints, and difficult situations with patience and tact.
- Must be able and willing to work a flexible schedule, including evenings, weekends, and after-hours.
- Ability to exercise independent judgment in the execution of job responsibilities, often with minimal supervision.
- Ability to establish and maintain effective relationships with library staff, community agencies, and the public to assist in building a safe, community-oriented environment for all.
- Skill in addressing the needs of people experiencing homelessness and other vulnerable individuals.
- Ability to assist in developing the Library's service and Leadership Team's infrastructure to achieve our objectives.
- Ability to work in a noisy, stressful and constantly changing environment.
- Seeks, accepts, and incorporates feedback and direction.

- Demonstrates compassion, equity, and a restorative approach in dealing with conflict, rather than a punitive approach.
- Is eager to pursue continued education on best practices in restorative justice and other relevant methodologies.
- Ability to communicate effectively in Spanish, both orally and in writing, desirable

ENVIRONMENTAL/WORKING CONDITIONS:

The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is subject to both inside and outside environmental conditions.
- Ability to perform heavy manual labor including lifting and moving heavy objects, bending and stooping.
- Walking, standing, sitting, keyboarding, talking, listening, reading.
- Ability to lift chairs and tables, and to deliver heavy materials and equipment.

EQUIPMENT USED:

Computer, phone, tablet, walkie-talkies, photocopy machine, self-checkout machine, scanner, and other equipment not specifically identified.