



Safety (Security) Team Member

Average Weekly Hours: 21 | FLSA Classification: Non-Exempt

The Indian Trails Public Library District (ITPLD) is seeking a Safety (Security) Team Member to join our team! We are looking for an individual who excels in customer service, can think on their feet and remain calm in a variety of situations. This position works to maintain a safe and pleasant environment in the library while supporting the Person-in-Charge (PIC).

This position is a part-time opportunity with an average work week of 21 hours. These hours are a mix of days, nights, weekends and holidays.

Key Duties and Responsibilities:

- Provide a proactive customer service presence in the library by greeting everyone in a professional manner, striving to de-escalate tense situations and answering directional questions.
- Respond promptly to all fire, security, or other building alarms to determine cause and take appropriate steps to ensure the safety of public, staff, and library assets.
- Respond to incidents involving violation of library policies and collaborate with other staff members as needed.
- Make routine inspections inside and outside the perimeter of the library checking and/or locking doors, looking for safety or security problems and being attentive to potential situations to ensure building security.
- Observe patron behavior and address problems as needed using library policies and guidelines as a reference while also maintaining a positive image of the library.
- Complete accurate incident reports.
- Participate in coordinating the closing of the library to the public at the end of the day or during emergencies.

Qualifications:

- High school diploma with relevant experience or equivalent combination of education and experience.
- Excellent customer service skills to be able to work with the public in a positive manner with interruptions and during stressful (emergency) situations while maintaining confidentiality.
- The ability to communicate effectively both verbally and in writing, use good judgment in the decision making process, and work both independently and as part of a team.
- Ability to stand and move about the library and for long periods of time, inside and outside.
- Ability to read computer screens, manipulate a mouse, type, communicate by telephone and on a walkie talkie.
- Must have reliable transportation and be able to work days, evenings, weekends, and holidays.

Culture Code

The ITPLD Way

Our Work

- We assume positive intent in all our interactions.
- We tackle our fast-paced environment with focus, humor and positive solutions.
- We work together to contribute to outstanding experiences for our members.
- We strive to have clear, consistent and direct communication throughout the organization. We listen, trust each other and openly share ideas and information.
- We strive to treat everyone with empathy and respect.

Our Staff

- We are collaborative, enthusiastic and curious.
- We are a diverse bunch who recognize our differences as strengths.
- We are an engaged and driven group that values kindness and flexibility.
- We recognize one another for a job well done and always have time for a smile.

Our ITPLD

- Our workplace is an open, friendly space where we feel valued and appreciated.
- We care about each other and support the well-being and development of each staff member.
- We make time to laugh, celebrate our accomplishments and passions, sport our sweet branded clothing and build relationships that make coming to work fun.



Indian Trails
Public Library

Hourly rate of \$16.00. This position is eligible for pro-rated vacation and sick time and IMRF participation. The library supports continued learning and professional growth including job training for new employees.

To apply:

Send a cover letter and resume via e-mail to HR at hr@itpld.org.

Please include the job title in the subject line. No phone calls please.