

**APPLETON PUBLIC LIBRARY
CONTRACTED SERVICES - SECURITY GUARD**

This position is responsible for providing security and customer service work for the library. Primary work duties include providing security services and enforcing all facility rules, library policies, and city ordinances during afternoons, evenings and weekends. In addition, the work includes routine monitoring of the facility, coordination with the Appleton Police Department and the Appleton Downtown Incorporated security guard, walking staff to the parking ramps when requested, and offering additional customer service as required. Work is performed under regular supervision of the Assistant Director.

ESSENTIAL JOB FUNCTIONS

- Patrolling and securing the facility for patron and staff safety and wellbeing.
- Monitoring patron activity and behavior throughout the library.
- Educating library patrons on appropriate behaviors and enforcing APL's Security and Safety Policy.
- Addressing patrons who are violating library policies, city ordinances or state and federal laws for compliance.
- Using appropriate techniques to de-escalate situations.
- Contacting Appleton Police Department when violations of policies escalate and/or to enforce ordinance and criminal violations.
- Communicating with staff and the public, enforcing library policies and maintaining discipline and security.
- Logging incident reports of disciplinary problems and any injuries occurring in the library.
- Preparing library restrictions for approval from library director or assistant director.
- Providing input in development of security and safety procedures.
- Comply with state law in regards to patron confidentiality and privacy.

REQUIREMENTS OF WORK

This position requires primarily customer service and security experience or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

- Good judgment in handling disciplinary problems and rule violations.
- Ability to respond rapidly to a variety of situations and to maintain patrol of the entire building.
- Ability to maintain effective relationships with other employees and to deal with the public in a courteous and tactful manner.
- Good oral and written communication skills
- Ability to understand and carry out oral and/or written instructions.
- Ability to work independently.
- Ability to operate computer programs and retrieve email.
- Ability to stand for extended periods of time, walk rounds, climb stairs and move rapidly, including up and down stairs, in an emergency situation.

January 9, 2018