

SECURITY MANAGER

Position #250850001

East Library | 40 hours per week | Exempt

Date Posted May 29, 2024

Location 5550 N Union Blvd., Colorado Springs, CO 80918

Starting Wage **\$29.00 per hour - \$38.48 per hour** + full benefits
(For benefit information, please visit ppld.org/jobs/benefits)

Position Hours **40 hours** per week

Monday – Friday : 8 a.m. – 5 p.m.

Candidates who are selected and accept the position will be offered a bonus of \$1000 upon joining. As a requirement of receiving this bonus, the employee must remain in the PPLD Security Department for a period of six months from the date of receipt. If an employee leaves before completion of their sixth month in the Security Department, they will be required to repay the bonus back to PPLD.

Note: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Procedure for application:

1. Complete a PPLD online application located at ppld.org/careers on the Application tab.
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until filled.

Position Summary: Operates in a diverse environment to help fulfill the library's mission by overseeing the daily operations of the entire Security Team. Provides responsive, flexible, and swift internal and external customer assistance and focuses on creating a safe and secure environment for all staff and patrons.

Essential Functions: *Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Directs daily operations for the Security team through the Security Supervisors.
- Provides leadership, guidance, and training to library staff. Provides coaching and corrective action as necessary for staff at all levels within the department. Conducts performance reviews.
- Interviews, selects, and develops new staff.
- Provides excellent direct customer service and acts as a role model for security staff; presents a courteous, positive image of the library and maintains confidentiality in customer and staff interactions.
- Oversees Safety, Community Resources & Security operations in the occasional absence of the Chief Safety, Community Resources & Security Officer.
- Works with the Safety, Community Resources & Security Training Coordinator to create and coordinate appropriate training for PPLD staff and patrons in safety and security areas.
- In consultation with the Chief of Safety, Community Resources & Security Officer and supervisors, reviews PITS statistics and recommends staffing allocations.
- Provides input for annual budget request; prepares payment documents, receives on purchases, and monitors expenditures.
- Develops, documents, and implements operating procedures for security staff; communicates and ensures implementation of Pikes Peak Library District policies.
- Provides leadership for the implementation of PPLD strategic goals and objectives.
- Responds to Patron and Staff comments, and complaints in a timely, professional, and constructive manner.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Prepares monthly activity reports for board packets
- Provides leadership and oversight for assigned projects related to security technology and coordinated projects with other support services and library branches.
- Keeps informed about library and department information.
- Assists in developing grant application and project scope for improved district security.
- Serves on district-wide teams.
- May serve on local, state, and national committees; takes an active role in statewide security measures.
- Facilitates and attends regular department meetings.
- Attends/participates and leads training, regular department/library meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

- Thorough knowledge of the Pikes Peak Library District's policies and procedures and ability to implement them.

- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates knowledge of leadership and management, innovative trends, and best practices, including business financial practices.
- Demonstrates thorough knowledge of security and best practices.
- Ability to exhibit leadership, professional judgment, and professional demeanor in all situations; think and acts appropriately under pressure.
- Ability to supervise, plan, and coordinate the work of staff in order to accomplish security goals and objectives.
- Demonstrates excellent public speaking and presentation skills.
- Demonstrates excellent verbal and written communication skills; resolves conflicts with tact and discretion; builds and maintains effective relationships within the department, with staff at all levels, community partners and the public at large.
- Demonstrates advanced ability to effectively use applications software, including Microsoft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized security technology and hardware.
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

1. Requires high school diploma. Degree in security or public management preferred.
2. Five years of Security experience required; library related preferred.
3. Security Certification and Management Certifications preferred.
4. Requires a minimum of three years of supervisor experience. Experience managing 20 direct and indirect reports, or more, preferred.
5. Experience maintaining the budget and daily operations for a large department preferred.
6. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 35 pounds. Position requires the ability to manipulate carts with security equipment.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

Conditions of Employment: All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.