

SECURITY OPERATIONS CENTER OFFICER

East Library

40 hours per week, non-exempt
Open to all qualified current staff and external applicants

Date Posted: May 29, 2024

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

Starting Wage: \$19.60 per hour - \$25.48 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 40 hours per week per the following schedule:

Tuesday - Thursday	: 12 noon - 8:30 p.m.
Friday - Saturday	: 9 :30 a.m. - 6:30 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: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Requires resume and cover letter.
3. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until June 18, 2025, at 9:59 p.m. MST.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

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Position Summary

Under general supervision of the Security Operations Center (SOC) Supervisor, supports the Library's mission by working within the SOC to monitor security systems, respond to emergencies, manage access control and alarms, safeguard PPLD assets, maintains detailed reports and stats, and ensure compliance with Library policies and procedures.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides excellent customer service, creating a courteous and welcoming atmosphere for patrons and staff.
- Complete daily tasks in the District Security Operations Center, including monitoring of security systems, including but not limited to, security cameras, access control, radio systems, and intrusion alarms.
- Auditing District incident reports for accuracy and attaching relevant materials.
- Monitoring 911 calls from all PPLD locations.
- Complete badging and access control requests for new badge creation and cancellation.
- Monitoring video surveillance systems for emergency situations.
- Coordinate response to emergency situations with Library personnel.
- Answering District intercom calls.
- Monitor and respond to District-wide radio traffic.
- Monitor and provide intrusion system response.
- Coordinate and schedule District-wide paging through mass communication systems.
- Coordinate all mass notification and emergency notification for the District.
- Interact with statistics documentation and incident tracking.
- Answer incoming security dispatch phone calls.
- Monitor panic alarms and coordinate responses.
- Writes clear and detailed incident reports on disturbances and uploads them to the patron incident tracking system.
- Maintains records and reports relating to safety and/or insurance issues; maintains customer and staff confidentiality within local, state, and federal requirements.
- Maintains current safety training and certification which may include but is not limited to CPR, AED, OSHA, Stop the Bleed, CPI and Narcan training.
- Participates in ongoing staff training; participates in public safety programming for all age groups.
- Monitors alarm systems and responds to alarm activation (possibly after hours).

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- May provide basic circulation desk functions, assist customers with self-checkout or simple public computer questions.
- May be required to perform Security Officer duties when needed.
- May serve on Library teams or participate in programs.
- Provides access to public meeting rooms and study rooms.

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- Keeps informed about Library and department information.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as requested.

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, especially those pertaining to emergencies and enforcement of rules and regulations (including the PPLD Code of Conduct), and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Knowledge of standard security practices and procedures.
- Knowledge of basic first aid and proper use of an AED.
- Knowledge of electronic and manual alarm systems.
- Ability to remain calm and exercise sound judgment when making quick decisions in emergency situations.
- Ability to communicate effectively with a diverse population and enforce policies and regulations, verbally or in written form, with courtesy and tact.
- Ability to establish and maintain effective working relationships with all staff and with local partner agencies.
- Basic computer skills using Microsoft Office software, email, Internet search engines, and the ability to learn and use library-specific applications.
- Ability to work independently and effectively organize daily work under general supervision.
- Ability to work as part of a team, demonstrating an excellent customer service attitude.
- Requires ability to travel between branches for emergency response and routine meetings and inspections.
- Ability to get along with co-workers and supervisors.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

1. Requires high school diploma or GED.
2. Requires at least one year of experience in a security or law enforcement position, or two years in a public facing customer service position.
3. Requires valid Colorado driver's license (or the ability to obtain one upon employment).
4. Requires CPR/AED certification (or ability to become certified upon employment).
5. Requires passing of a Post Offer Pre-employment Physical test.
6. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in a normal office setting that provides comfortable lighting, temperature, and air conditions. Position requires regular patrols of facility grounds regardless of weather. Position includes occasional lifting up to 50 pounds, standing and walking up to eight hours on each shift. Position requires responding to audible fire and security alarms. Position requires bending, stooping, and stretching.

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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 workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations. May include dealing with aggressive behavior.

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.
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