

SECURITY OPERATIONS CENTER SUPERVISOR

Position #221750001

East Library | 40 hours per week | Exempt

Date Posted June 19, 2024

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

Starting Wage **\$24.05 per hour - \$31.88 per hour** + full benefits
(For benefit information, please visit ppld.org/jobs/benefits)

Position Hours **40 hours** per week

Monday – Friday : 8 a.m. – 4:30 p.m. (30 minutes of lunch)

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: Under general supervision from the Security Manager, supports the Library's mission through ensuring the safety of customers and staff, safeguarding PPLD assets, and compliance with policies, procedures, rules, and regulations. Provides daily leadership and supervision of Security Operations Center and East Security Team.

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 security operations for East Library location, including ensuring officers maintain high level of training on current security policies and procedures, securing library at opening and closing as scheduled, including all points of entry and exit.
- Directs daily tasks and provides oversight 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.
- Manages and assigns daily workflow; creates and adjusts work schedules as needed.
- Supervises, coaches, and conducts performance appraisals for staff; verifies and approves timesheets, maintains personnel records, and trains new employees.
- Provides excellent customer service, creating a courteous and welcoming atmosphere for customers and staff.
- Cooperates in scheduling for on-call personnel with the Security Manager.
- Assists in the development and implementation of training programs for security personnel including, but not limited to, staff development, policy and operating procedures, CPR/AED, and security best practices and philosophy.
- Assists in the further development of the Patron Incident Tracking System (PITS) through training, as well as maintaining statistical data.
- Provides aid and input to the Security Manager in supporting Library security concerns.
- May respond to and investigate incidents at locations having no security presence on site.
- Performs continuous safety checks of all facilities and grounds by patrol and through security camera monitoring.
- Responds to and investigates disturbances on Library property; escorts unruly or disruptive persons from the premises; reports suspects involved with criminal activity to the appropriate law enforcement agency.
- Acts as liaison between the Library and local fire departments, law enforcement agencies, or other first responders.
- Documents reports and surveillance video in PPLD databases, as required.
- Provides access to meeting and study rooms.
- Coordinates with East Library manager to ensure security coverage.
- Achieves and maintains instructor qualification as assigned to them.
- Performs other job-related duties as assigned.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Handles/safeguards Library monies as necessary.
- May testify in court.
- May serve on Library teams or participate in programs.
- Keeps informed about Library and department information.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs routine inspections at assigned locations.

- Routinely meet with East Library manager to discuss security concerns and training.
- Routinely meets with all officers under their supervision.

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.
- Demonstrates high-level knowledge of standard security practices and procedures.
- Demonstrates knowledge of basic first aid and proper use of an AED.
- Demonstrates high-level of knowledge in security monitoring hardware and software.
- Ability to remain calm and exercise sound judgment when making quick decisions in emergency situations.
- Ability to communicate 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.
- Demonstrates 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 Library 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 three years of experience in a security field or law enforcement position, or three years in a public facing customer service position.
3. Requires at least one year of direct supervision experience.
4. Requires two years of direct experience with security monitoring hardware and software.
5. Requires valid Colorado driver's license (or the ability to obtain one upon employment).
6. Requires CPR/AED certification (or ability to become certified upon employment).
7. Requires passing of a Post Offer Pre-employment Physical test.
8. 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.

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 and risks therein.

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.