



SECURITY SUPERVISOR

Penrose Library

40 hours per week, exempt | 221650002

Open to all qualified current staff and external applicants

Date Posted: June 16, 2025

Location: 20 N Cascade Ave., Colorado Springs, CO 80903

Starting Wage: \$25.48 per hour - \$31.19 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

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

Monday - Friday : 8 a.m. - 4:30 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. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
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 30, 2025, at 9:59 p.m. MDT.

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.

SECURITY SUPERVISOR (contd.)

Position Summary

Under general supervision, supports the Library's mission through ensuring the safety of customers and employees, safeguarding Pikes Peak Library District assets, and compliance with policies, procedures, rules, and regulations. Provides daily leadership and supervision of security operations.

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.

- Directs daily security operations for assigned library or multiple locations, 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.
- Manages and assigns daily workflow; creates and adjusts work schedules as needed.
- Hires, supervises, coaches, and conducts performance appraisals for employees; verifies and approves timesheets, maintains personnel records, and trains new employees.
- Provides excellent customer service, creating a courteous and welcoming atmosphere for customers and employees.
- Cooperates in scheduling for on-call personnel with the Director of Security.
- 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.
- Creates incident reports and provides guidance and oversight on Officers incident report writing.
- Provides assistance and input to the Director of Security in supporting Library security concerns.
- Responds to and investigate incidents at locations having no security presence on site.
- Travels between branches for emergency response, routine meetings, and inspections. Drives Library vehicles to perform Safety & Security related tasks at all locations. May be required to drive your own vehicle, as needed.
- 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 secure areas, with approval, such as meeting and study rooms.
- Coordinates with Library managers at their assigned locations to ensure security coverage.
- Achieves and maintains instructor qualification as assigned to them.
- Performs other job-related duties as assigned.

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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 meets with assigned locations managers 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 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 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.
- Ability to effectively use Microsoft 365 applications, Word, SharePoint, Excel, Outlook, camera surveillance systems, body-worn cameras, incident tracking systems, Internet search engines, incident tracking systems, 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 a High School Diploma, High School Equivalency Diploma (HSED), or General Education Development (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 a minimum of two years of direct supervision experience.

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4. Requires valid Colorado driver's license (or the ability to obtain one upon employment); car insurance coverage at the time of application; and a clean driving record.
5. Requires CPR/AED certification (or ability to become certified upon employment).
6. Requires passing of a Post Offer Pre-employment Physical test.
7. 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 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.

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.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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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