

Community Safety Manager

The library seeks a **Community Safety Manager**. In this role you will be responsible for the management and oversight of security staff, scheduling, planning, assigning and directing security work. Using Trauma Informed practices and strategies, the Community Safety manager is responsible for ensuring a safe, welcoming and secure environment and assisting with providing access to resources, assistance and information. Manages security department daily operations to promote and provide a safe library environment. Provides community safety and communications in support of customers and employees of the Hartford Public Library. Works closely with the Director of Facilities and the facilities department. This position ensures the highest level of service is provided by staff to all customers.

Responsibilities include:

- Ensuring proper safety and security protocols for emergency situations at all library locations are followed
- In conjunction with the Director of Facilities, coordinates and executes emergency evacuation drills
- Covering security shifts and posts as need to ensure appropriate security staffing level
- Ensuring facilities are properly secured and security equipment is function in good working order, including but not limited to surveillance system, a facility access for Safety Evacuation plans
- Implementing emergency preparedness and response plans
- Leading emergency response efforts
- Showing up to emergency scenes or coordinate response and manage communication for emergency responders
- Assessing preparedness levels for various disasters and devise plans that fill in readiness gaps
- Preparing work assignments and weekly schedules
- Ensuring appropriate level of coverage
- Monitoring Facility Access Reports (FOB system) accessing the environment with respect to security issues or concerns and escalates to Director of Facilities
- Participating in Public Service Managers meetings
- Recommending equipment and technology
- Developing Public Safety Polices and Procedure's that align with state and federal laws and library customer service
- Updating Standard Operating Procedures and emergency evacuation plans
- Managing in-house guard training, and external vendor training including the guard card training program and other trainings as required (in collaboration with public service and other HPL departments)
- Ensuring guards complete assigned trainings, properly document watch and incident reports
- Making recommendations for hiring
- Managing performances
- Ensuring all guards have active guard card status
- Training guards on internal security software systems
- Leading and developing practice trainings and exercises for all staff

- Conducting performance evaluations
- Leading and coordinating site specific emergency evacuation tours
- Preparing monthly security statistics
- Monitoring and reviewing watch and incident management reports in collaboration with the Director of Public Services and Customer Experience Officer
- Reviewing incident reports and documenting outcomes and recommendations
- Conducting investigations in collaboration with the appropriate department
- Escalating issues as needed to the Customer Experience Officer, Chief Administrative and the Director of Human Resources

EDUCATION and EXPERIENCE/QUALIFICATIONS:

Required:

- Associate's Degree in Criminal Justice, Social Services, Public Administration or other related field with 2 years of progressively responsible security experience
- A minimum of 5+ years of public safety or similar type of security management
- At least 1 or more years of social service work experience, related work or demonstrated experience and transferable skills
- Knowledge of community resources and social services in the Hartford area
- Guard Card Certification
- CPR Certification
- Mental Health First Aid
- Knowledge of MS Office Suite
- Strong commitment to excellent customer service to a diverse population in an urban environment
- Ability to work independently in a team environment
- Solid written and verbal communication, listening, organization, report-writing, and priority setting skills
- Must be fully vaccinated against COVID-19

Preferred:

- Bachelor's Degree in Criminal Justice, or Social Service related field preferred
- Bilingual preferred

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to keep composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Lifting of moderate to heavy weight material up to 50 lbs

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more! [Click here](#) to see all the great programs and services we offer.

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Community Safety Manager in** the subject line of your email.

Newly hired employees of the Hartford Public Library must present proof of receipt of a COVID-19 vaccination and may not begin employment at the Library until proof of vaccination (two doses of either the Pfizer or Moderna vaccines or one dose of the Johnson & Johnson vaccine). Booster vaccinations may be required in the future. The Library may consider exemptions for prospective employees who cannot become vaccinated due to a qualifying medical condition or a sincerely held religious belief. Candidates who receive a conditional offer of employment and who seek a medical or religious exemption to the Library's vaccination policy will be provided with additional instructions at the time of the conditional offer. Testing requirements and/or additional PPE requirements may apply to unvaccinated employees.

Hiring Range: \$48,437.22 - \$55,776.24 DOE

Hartford Public Library is an Equal Opportunity Employer.