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Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. [www.hplct.org](http://www.hplct.org).

The Library currently seeks a Security Guard Supervisor. In this role you will be responsible for patrolling library facilities internally and externally, assuring areas are properly secured, responds to staff calls for assistance, initiating call for assistance to City Police, Fire and/or Emergency Medical Services. The Security Guard Supervisor is responsible for being familiar with library security policies and procedures, properly completing watch reports, incident reports, securing the library facilities at closing time, and addressing emergency situations as they may arise, crowd control, and monitoring video surveillance. This role reports to the Community Safety manager and is located at the downtown library.

* Assists with the supervision of security staff including coaching & mentoring of staff
* Fulfills HPL Security department mission and values with continued emphasis on community partnerships with local residents, visitors, community & business stakeholders.
* Monitors and arranges shift activities according to schedule requirements and staff availability.
* Maintain a high degree of confidentiality, exercising independent judgment and discretion with minimal supervision.
* Serve in a supervisor capacity during assigned shifts to help coordinate security/safety needs for library events.
* Perform the full range of duties of a Security Officer and serve at the direction & in collaboration with the Community Safety Manager.
* Responsible for assuring that guards are on post and complying with security policies and procedures.
* Assure guards are familiar with banned customers and updating incoming security teams of issues or concerns.
* Take appropriate preventive and protective actions in response to security incidents
* Assists with the training of Security Safety officers
* Assists in the recommendation, implementation, and enforcement of improvements to systems and procedures.
* Provide superior ambassadorship and resources to all HPL visitors, guests & staff
* Acts as a liaison with local law enforcement agencies, fire departments, and other entities as directed by the Community Safety Manager/designee
* Work in collaboration with departments on extra duty security staffing

**Requirements:**

* Associate degree preferred, at least 3 years of supervisor experience required.
* High School Diploma, 5 years supervisor experience required
* Three to five years as a security supervisor in a public or private community-oriented security setting
* Strong understanding of MS Office Suites & computer technology usage.
* Connecticut Guard Card Certification required an approved AHA CPR & AED Certification must be in place within 90 days of employment.
* Certified in Mental Health First Aid and ability to administer NARCAN
* Familiarly with the functionality of access control, surveillance (VI Monitor-Plus), and alarm systems.
* Excellent writing skills and possess strong critical thinking skills. Must be able to handle sensitive information in sometimes challenging situations
* Experience working in a culturally diverse community
* Knowledge of community resources and social services in the Greater Hartford region
* Valid Driver License and access to reliable transportation
* Ability to stand for long periods of time and walk continually throughout library premises
* Knowledge of community resources (safety, emergency, social services).
* Ability to work with minimum supervision
* Ability to act calmly and with composure in difficult situations

**Preferred Qualifications:**

* Previous employment with working in a leadership capacity with unionized security staff.
* Strong understanding of trauma-based informed practices and methods.
* An ability to speak and write another language preferred (bilingual).

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Security Guard Supervisor** in the subject line of your email.

Hartford Public Library is an Equal Opportunity Employer.