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**Security Manager**

The Security Manager is responsible for the management and oversight of all security operations for all Hartford Public Library facilities. Responsibilities include: managing security personnel, providing security training to security and library personnel; scheduling, planning, assigning, and directing security work; addressing complaints and resolving problems. Responds to emergency calls, including after-hour calls in coordination with Facilities Manager and local authorities. Manages security department daily operations to promote and provide a safe library environment. Monitor Incident Reports, and Facility Access Reports accessing the environment with respect to security tissues or concerns and escalates as appropriate to Chief Administrative Officer. Responsibilities include:

**Administration, Supervision and Training**

* Manages and supervises employee performance, schedules, and duties.
* Recommends, hires, trains, and manages security staff performance including progressive discipline.
* Prepares work assignments and weekly schedules to assure appropriate level of coverage.
* Assures all guards have active guard card status and tracks guard expiration dates to assure no laps in status.
* Leverages resources to assure that security operations are efficient and monitors staff time to assure proper staffing levels based on organizational need.
* Daily monitors security personnel periodical supports coverage. Responsible for in-house guard training, guard card training program and other trainings as required.
* Manages department budget.

**Facility Access & Surveillance**

* Responsible for issuing key fobs and access HPL Downtown location to employees and vendors controlling hours of access.
* Monitors and reviews facilities access reports with attention to times when facilities are closed.
* Assures facilities are properly secured and security equipment is functional in good working order, including but not limited to surveillance system, and facility access for effective operations.
* Conducts confidential security investigations as required.

**Safety and Security Protocol**

* Assures proper safety and security protocols for emergency situations at all library locations, are followed.
* Assures that appropriate security systems are in place and all equipment is in proper working order.
* In conjunction with Director of Facilities coordinates and executes emergency evacuation drills.
* Leads internal investigations and other types of investigations assigned by Chief Administrative Officer.
* Creates opportunities to improve security operations across all library facilities/locations.
* Manages efforts to maintain the Library’s security operations.
* Makes recommendations to enhance the Library’s security operations.
* Serve as a subject matter expert and system administrator for all security systems.
* Interface with IT and Facilities departments to ensure appropriate and well-coordinated use of resources.
* Perform risk assessments to identify vulnerabilities and contribute recommendations/ strategies for their mitigation. Perform site audits and security contract reviews.

**Incident Management**

* Reviews incident management reports in collaboration with Chief Administrative Officer.
* Documents outcomes of reviews and takes appropriate actions to assure the safety and security of the patrons.
* Writes incident reports and conducts investigations in collaboration with the Chief Administrative Officer or his/her designee.
* Escalates issues as needed to Chief Administrative Officer.
* Works as needed with local law enforcement and UConn police.
* Performs other duties as assigned.

**Requirements:**

* Bachelor’s Degree in criminal justice or related field required.
* Minimum of seven years of security operations experience required preferably in public service, law enforcement, or security services industries required.
* Three years of supervisory experience including staff management required.
* Guard card certification is required and must be in place within 3 months of appointment.
* Valid Driver’s License is required. Must have reliable transportation.
* Must have excellent written and verbal communication skills. Ability to effectively utilizing interpersonal skills to maintain effective relationships with employees, staff and managers required.
* Must have the ability to work in a fast-paced environment and juggle multiple priorities. Ability to think quickly, assess a situation and make sound decisions required.
* Must possesses excellent customer service skills and have the ability to serve a diverse population.
* Must be proficient with MS Office suite.
* CPR certification preferred.
* Union experience preferred.

***\*Schedule includes evenings and weekends\****

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