



Security Guard Supervisor

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.

RESPONSIBILITIES INCLUDE:

- 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.

EDUCATION AND QUALIFICATIONS:

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).

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!

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

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, they are not required at this time.

Hiring Range: \$40,753.70 - \$51,270.96

Hartford Public Library is an Equal Opportunity Employer.