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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 **Community Safety Manager.** Responsibilities include:

**Safety and Security Protocols**

* 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 and provides community safety and communications in support of customers and employees of the Hartford Public Library. This position ensures the highest level of service is provided by staff to all customers.
* Ensures proper safety and security protocols for emergency situations at all library locations are followed, facilities are properly secured and, security equipment is functional in good working order.
* In conjunction with Director of Facilities, coordinates and executes emergency evacuation drills.
* Covers security shifts and posts as needed to ensure appropriate security staffing level.

**Management and Administration**

* Responsible for the management and oversight of security staff, scheduling, planning, assigning and directing security work.
* Monitors Facility Access Reports (FOB system) accessing the environment with respect to security issues or concerns and escalates to Director of Facilities.
* Participates in Public Service Managers Meetings.

**Supervision and Training**

* Manages 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 internal HPL departments).
* Ensures guards complete assigned trainings, properly document watch/incident reports and reviews submitted incident reports in collaboration with the Director of Facilities.
* Provides recommendations for hiring, discipline and terminations in collaboration with Customer Experience Officer and Chief Administrative Officer.
* Ensures all guards have active guard card status. Tracks guard expiration dates to assure there are no laps in active/eligible status.

**Reporting**

* Prepares monthly security statistics.
* Writes incident reports and documents outcomes of incident reports. Reviews and takes appropriate actions to ensure the safety and security of customers.
* Conducts investigations in collaboration with appropriate department. Escalates issues as needed to the Customer Experience Officer, Chief Administrative Officer and the Director of Human Resources.

**QUALIFICATIONS:**

**Required**

* Associates degree in Criminal Justice, Social Services, Public Administration or related field.
* A minimum of 7 years of public safety/security experience or similar type of security management including 2 years of progressive supervisory and management experience.
* Knowledge of community resources and social services in the Hartford area
* CT Guard Card Certification
* CPR Certification
* Knowledge of MS Office suite
* Strong commitment to excellent customer service to a diverse population in an urban environment
* Ability to work independently and in a team environment.
* Solid written and verbal communication, listening, organization, report-writing, and priority setting skills

**Preferred**

* Bachelor’s degree in Criminal Justice or Social Service or related field.
* Bilingual communication (oral and written) preferred.

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

**Hartford Public Library is an Equal Opportunity Employer.**