



## Freedom to Discover

### Non-Union Professional Exempt

<b>JOB TITLE:</b>	<b>SECURITY LEAD HAND - PERMANENT FULL TIME</b>
<b>PAY BAND:</b>	Grade 3 (\$66,431.82 to \$84,859.32 annually)
<b>LOCATION:</b>	Security Department, Central Library
<b>SCHEDULE:</b>	35 hours per week (including evenings and weekends) some travel to other branches may be required
<b>START DATE:</b>	As soon as possible

#### JOB SUMMARY:

Reports to the Security Supervisor; the Security Lead Hand coordinates workflow of contract Security Guards working closely with the Security Supervisor. Acts as a security guard on rotation. Responsible for the schedule and staff training under the guidance of the Security Supervisor. Performs clerical duties associated with the operation of the department.

#### JOB DUTIES:

- Provide excellent customer service such as responding to security issues, directional assistance etc
- Assists with directing daily workflow of security operations including oversees, instructs and coordinates the activities of contract Security Guards
- Assists the Security Supervisor in training contract Security Guards in library related security functions using established procedures.
- Conducts inspections of various security posts as part of the regular schedule, relieve contract Security Guards as required and conducts inspections of various security posts to ensure on-duty contract Security Guards are properly performing their assigned tasks
- Patrol the facility on foot and inspect each level/floor and stairwells to manage the incidence of trespass and to deter same
- Enforce customer bans to ensure compliance with the Member and Service Commitment policy
- Complete incident reports as required

- Communicates and maintains positive relationships with vendor, contract Security Guards and members of the public.
- Prepares staff schedules using established guidelines; forwards for approval; maintains staff records such as timekeeping records.
- Completes forms and maintains records such as Security Guard absences and vacations.
- Makes necessary changes to schedules in the event of unexpected absences. Reviews, coordinates and may authorize requests for time off and use of contract Security Guards
- Directs and trains contract Security Guards in security functions, including new staff orientation.
- Reviews processes and makes recommendations to change and/or automate for improved efficiencies, updates policies and procedures as required; participates in departmental planning. Writes reports; composes correspondence; compiles and analyzes statistics. Drafts and updates procedures related to job duties.
- Inputs and retrieves data from the security system as required.
- Monitor the Closed-Circuit Television (C.C.T.V.) system and report of non-routine matters to Hamilton Public Library Security Supervisor;
- Liaises with other departments regarding any other relevant issues.
- Plans or implements departmental projects under direction of the Security Supervisor
- Assists the Security Supervisor by providing support to staff, acts as a resource person
- Receives and answers inquiries from staff, public, vendors, and contract Security Guards; resolves and refers complaints; explains policies and procedures
- Respond to fire alarms, (As per the Hamilton Public Library Fire Safety & Emergency Evacuation Plan)
- Notify Emergency Services and render assistance to the public in cases of fire or medical emergency;
- Notify and assist Police in cases of an offence having been committed on the property and prepare such reports respecting said offences as may be required;
- Monitor such emergency systems as fire alarms, burglar alarms, sprinkler systems, etc
- Respond to personal security alarms;
- Emergencies and any other duties as directed by the Security Supervisor, the Director of Finance and Facilities of the Hamilton Public Library, or delegate shall be included, and form part of the services required.
- Performs preventative maintenance on equipment; contacts service personnel as required.
- Loads and unloads materials as required.
- Monitors trends in the security industry.
- Participates on committees; attends training sessions and staff meetings.
- Participates in special projects as required.

- Performs other duties as assigned that are directly related to the major responsibilities of the job

## **MINIMUM QUALIFICATIONS:**

### **Educational Requirements:**

Current Licence to act as a Security Guard in Ontario. Combination of educational and work experience related to security operations.

Must be qualified in Standard First Aid/CPR, WHMIS, and Nonviolent Crisis Intervention®

### **Experience:**

Three (3) years of library security experience with the ability to organize the workflow of self.

Good working knowledge and experience with computer applications including Microsoft Office applications, online databases, Internet browsers and search engines.

### **Skills / Competencies:**

Knowledge of security and security operations specifically library related

Able to organize workflow in a team-based high production environment requiring attention to clerical detail and accuracy

Demonstrates skill in communicating, presenting information with the ability to make presentations to the public using presentation software and hardware, writing, consulting and active listening

Sensitive to the needs of a diverse community; knowledge of cultural awareness issues

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service

Must be a strong team player, with leadership and interpersonal skills, who encourages teamwork, commitment, cooperation and recognition

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals environment requiring attention to clerical detail and accuracy.

Valid Ontario Driver's Licence Class G and excellent driving record

Criminal and Judicial Matters Record Check required

### **Physical Requirements:**

Physical ability and stamina necessary to serve effectively and to deal with potentially volatile situations

**Legislative Requirements:**

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation.

**Organizational Requirements:**

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals.

**Please send applications to [recruit@hpl.ca](mailto:recruit@hpl.ca) on or before July 19th at 11:59 PM.**

Applicants who are successful for a position will have a **maximum of 72 hours** to accept or decline an offer, barring unforeseen circumstances to be evaluated on a case-by-case basis, from the date of offer (excluding Sunday's).

**The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.**