

SAFETY SUPERVISOR

Pay Grade: 7 (Non-exempt)

Under the direction of the Building and Safety Services Manager and Administration, oversees daily safety operations and creates a safe environment for library users of all ages and library staff. Areas of responsibility include implementing safety-related policies and procedures, training staff, supervising safety staff, responding to requests for safety assistance and emergencies, investigating and following up with incidents, securing the library facility and exterior property, and assisting with development of emergency response procedures and disaster response planning.

Minimum Qualifications (education, experience, and certifications):

- College degree or some college coursework
- Minimum of one year of recent supervisory experience

Minimum Competencies (knowledge, skills, and abilities):

- Outstanding interpersonal and communication skills (written and oral)
- Exceptional organizational skills
- Ability to collaborate with others, and to develop and maintain effective working relationships with a culturally diverse workforce and community
- Ability to thrive in a working environment with constant public contact with people from all backgrounds and age groups
- Broad cultural competency knowledge and skills
- Dedication to the pursuit of equity, diversity, and inclusion
- Ability to exercise reasonable and professional judgment
- Ability to anticipate and creatively solve problems with a flexible mindset and handle stressful situations in a positive manner
- Ability to fairly and consistently apply library's policies, including Appropriate Library Use policy and Enforcement of Library Use Rules and Notification of Suspension policy
- Ability to attain CPR/AED certification and deliver basic first-aid
- Ability to work independently and handle multiple initiatives in a prompt and effective manner
- Ability to motivate, inspire, and lead direct reports and other colleagues
- Deep personal dedication to public service and strong customer service skills
- Ability to adapt in an innovative environment and positively adjust to change
- Ability to handle a wide variety of activities and confidential matters with discretion
- Ability to learn state and local laws related to library safety
- Ability to use extensive workplace technology including email, internet, intranet, hands-free communication devices (Vocera), CCTV surveillance software, and mobile smartphone

Preferred Qualifications:

- Experience with and knowledge of social work and social services available in Skokie area
- CPI-certified or equivalent nonviolent crisis intervention training
- Experience with mental health first aid, trauma-informed practices
- Experience working in or with public libraries

Preferred Competencies:

- Bilingual skills in English plus another language relevant to the Skokie community

Essential Job Functions:

- Oversees overall safety operations under the direction of the department manager and Administration
- Plans and ensures delivery of security and safety services for patrons and staff
- Proactively collaborates with library staff and outside agencies, such as social workers, mental health professionals, and law enforcement and emergency responders, to anticipate, prevent, and respond to serious or emergency situations
- Works with library staff to prevent and manage incidents occurring on library property, including preparing and reviewing written incident reports and completing necessary follow-up on incidents
- Works with staff to provide information, support, referrals, and assistance to people who are experiencing mental health issues, addiction, homelessness, or issues of general exclusion or disengagement
- Facilitates and participates in daily safety meetings with library staff
- Issues and manages suspensions of individuals in collaboration with other library staff as needed based on the library's policy on the enforcement of library use rules and notice of suspension
- Hires, trains, manages, and reviews performance of safety staff
- Recommends policies, practices, and services for daily operation and special events which maximize a safe and secure environment for people and library property
- Prepares and ensures presentation of safety and security related training to all library staff, including emergency preparedness and response
- Regularly communicates updates, concerns, and suggestions with library director and others in administration and management
- Acts as backup for building services staff as needed

Other Job Functions:

- Performs essential job functions of safety officer as needed
- Provides support to the maintenance staff as needed
- May serve on library committees
- Performs other related duties as assigned

Working Conditions:

The physical demands and environmental characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Scheduling may require availability during any library operating hours, including days, evenings, weekends, and occasionally when the library is closed. Although a weekly schedule is established, the needs of the library may require scheduling changes and flexibility.
- Constant navigation of library property and occasional computer use are required
- Manual dexterity, clear speech, hearing acuity, and correctable vision are required
- Must be able to lift up to 30 pounds, and pull/push up to 100 pounds with a partner
- Work in all types of weather

Direct reports may include:

- Safety officers