

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Lead Security Services Guard	<b>Job Family:</b> 6
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 7M

**Definition:** To maintain the safety and security of the Mountain View Public Library and premises for Library customers and employees; report behavior and facility issues to the appropriate staff.

**Distinguishing Characteristics:** This class is responsible for carrying out security in the Library to ensure maximum safety and security to Library customers, employees, equipment, and building. This class is nonsworn, does not carry weapons, and performs support functions. Receives direct supervision from the Library Manager or Senior Librarian and may be assigned to coordinate the training and scheduling of contractors and hourly staff.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Patrol and guard interior and exterior of Library building to prevent theft, damage, or misuse of Library property.
2. Interact with Library patrons while monitoring and enforcing Library rules and policies, including the Library Behavior Policy, with a positive customer service attitude.
3. Interpret and implement practices and procedures for incident documentation data collection for analyzing statistics and trends for Library records using a tracker system.
4. Identify irregularities or improper activities; promptly report such activities and/or illegal incidents and acts such as assault, vandalism, theft, or other incidents to local Police authorities for further investigation and action.
5. Participate in and document incident summaries for Library staff and local authorities when needed.
6. Serve suspension of Library privileges to Library customers following established practices and processes.
7. Coordinate with contracted security company to schedule, train, and monitor performance of contracted security officers on various operations of Library security services.
8. Assist with creating, planning, and implementing efficient Library safety policies and procedures.

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9. Educate Library customers on Library safety and security policies, rules, regulations, and protocols that may apply; provide customer service to Library customers.
10. Work closely and maintain effective communication with Library staff and others through the course of work to ensure maximum safety of all parties.
11. Deescalate and mitigate minor conflicts between and among Library staff and customers.
12. Examine and monitor Library building to ensure it is properly secured and no fire hazards are present.
13. Promptly report any dangerous spills, leaks, fire threats, electrical hazards, or equipment failures to necessary authorities.
14. Receive and respond to any security- or safety-related concerns or information brought up by Library staff or by Library customers.
15. Learn and stay up to date on City and Library policies, rules of public facilities, crime prevention techniques, and reporting policies.
16. Manage and maintain Library's lost and found property.
17. Perform other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Basic security principles and techniques; common computer software applications; property, facility, and customer security measures; fire and safety regulations; procedures, functions, and policies of the Mountain View Library; English usage, spelling, grammar, and punctuation; customer service skills.

Ability to: Establish and maintain effective working relationships with community members and Library staff; interpret and apply policies and procedures; communicate effectively with staff, Library customers, and authorities; follow prescribed procedures quickly and accurately using sound judgment in crisis situations and dealing with sensitive issues; work independently with minimal supervision; develop and maintain accurate record-keeping systems; maintain confidentiality; follow written and oral instructions; give written and oral instructions; promptly and effectively deal with conflicts; act quickly in emergency situations; prepare accurate reports and data entry using a spreadsheet or database program on the computer; communicate effectively both orally and in writing.

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**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Education and training equivalent to the completion of the 12th grade and two years of work experience requiring frequent public contact and the interpretation of complex rules and regulations. Experience as a security guard or in a municipal police department is highly desirable. A two-year college degree in business administration or criminal justice or a related field may substitute for one year of the required experience.

**Required Licenses or Certificates:** May need to possess a valid California Class C Driver License as required by the position.

**Working Conditions:** Required to work regular evenings, weekends, and some holidays. Physical labor is required, including bending, reaching, pushing, lifting, and carrying items weighing up to 40 pounds.

Established: September 2023

Revised:

~~HRD/CLASS SPECS~~

~~Lead Security Services Guard~~