Manhattan Public Library Job Description

Job title: Supervisor 1, Security
Department: Public Services
Exempt: No

Salary grade: M
Reports to: Assistant Director
Supervisory responsibilities: Yes (2/.75 FTE)

Mission

Manhattan Public Library enhances quality of life by connecting the community to information and innovation and providing a welcoming, safe and fun place for all.

Values

Community • Intellectual Freedom • Inclusion • Hospitality • Public Service • Access

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Summary

The Security Supervisor provides day-to-day supervision of security staff and actively supports a safe, secure, welcoming, and functional library environment. This working supervisor responds to security concerns, provides staff and patron assistance, coordinates daily security operations, maintains security systems and records, and supports staff training. The position also provides designated facilities and building support, particularly during hours when facilities staff are unavailable.

Core competencies for all library employees

- Demonstrates a commitment to exceptional customer service by developing and maintaining positive relationships with internal and external patrons.
- Represents the library in a positive and ethical manner.
- Works collaboratively with supervisors, managers, and coworkers.
- Demonstrates a commitment to diversity, equity, inclusion and belonging.
- Provides equitable service to all library users.
- Maintains confidentiality and exercises sound judgement when handling sensitive information.
- Demonstrates proficiency with technology and software required for the position.
- Participates in cross-training and supports library operations as needed.
- Completes assigned work accurately, efficiently, and within established deadlines.
- Demonstrates prompt and regular attendance.
- Comply with library policies, operational guidelines, and safety standards.
- Demonstrates flexibility and adapts to changing priorities and organizational needs.

Essential Duties

Security

- Patrols library buildings and grounds and maintains a visible, professional security presence.
- Responds to security concerns, emergencies, disruptive behavior, and policy violations using appropriate de-escalation techniques.
- Assists patrons and staff during security incidents, accidents, illnesses, and other emergency situations.
- Monitors security systems, alarms, access controls, and building conditions.
- Coordinates with law enforcement, emergency services, and other community agencies when appropriate.
- Completes incident reports, daily logs, safety inspections, and other security documentation.
- Identifies security concerns and recommends improvements to the assistant director.
- Assists with emergency procedures and provides security training to library staff.
- Supports closing procedures, special events, and other library operations as needed.

Supervision

- Provides day-to-day supervision, direction, and support to security staff.
- Coordinates security schedules, assignments, and coverage.
- Trains and coaches security staff and communicate performance expectations.
- Reviews security documentation and monitors compliance with established policies and procedures.
- Provides performance feedback and works with the assistant director and human resources to address employee concerns as needed.
- Participates in hiring, onboarding, and performance evaluations as assigned.

Facilities and Building Support

- Provides designated facilities and building support during assigned hours.
- Responds to appropriate facilities help desk requests and assesses building concerns.
- Addresses basic facilities issues within established procedures and employee's training and authority.
- Secures unsafe areas and escalates maintenance concerns requiring specialized expertise.
- Documents building concerns requiring follow-up by facilities staff.
- Assists with room setup, furniture movement, and other operational needs as assigned.

Minimum Qualifications

Education

- High school diploma or equivalent.
- Bachelor's degree in security management or related field preferred.

Experience

- Two (2) years of experience in security, public safety, law enforcement, military service, facilities operations, or a related field.
- Previous lead or supervisory experience preferred.
- Customer service experience in public-facing environment preferred.
- An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Knowledge of safety, security, emergency response, and de-escalation practices.
- Knowledge of basic supervisory practices and employee coaching.
- Ability to remain calm and make sound decisions during difficult or emergency situations.
- Strong communication, interpersonal, and conflict-resolution skills.
- Strong situational awareness and attention to detail.
- Ability to prepare accurate incident reports and maintain confidential records.
- Ability to work collaboratively with library staff, emergency responders, and community partners.
- Ability to learn and effectively use security systems, help desk software, and other technology required for the position.
- Possession of a valid Kansas driver's license.

Physical requirements and working conditions

- Lift, carry, push, or move items weighing up to 50 pounds.
- Frequently stand, walk, bend, reach, push, pull, and climb stairs.
- Move throughout the library's building and grounds, including public and non-public areas.
- Remain alert and respond quickly to safety, security, or emergency situations.
- Communicate effectively in person, by telephone, radio, and electronically.
- Maintain composure when interacting with individuals who may be upset, disruptive, or confrontational.
- Observe the physical environment to identify safety, security, and building concerns.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERS).