

FACILITIES MONITOR

DEFINITION

Under general supervision, monitors and maintains the safety and security of library properties, facilities, patrons, and employees; performs routine patrol and monitoring of library interiors and exteriors to ensure patrons are behaving appropriately and safely; opens and closes library facilities; ensures patrons are appropriately reading, using computers, completing homework, conducting research, locating books and media to check out, or sitting quietly; and performs work duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification which initially works under close supervision. Incumbents learn and perform routine patrol, observation, and monitoring duties, and enforcement of library regulations. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Monitors and maintains the safety and security of library properties, facilities, patrons, and employees; ensures the orderly conduct of patrons.
- Performs routine patrol of library interiors and exteriors by walking around and observing patrons; determines whether patrons are behaving appropriately and safely; patrols parking lots and grounds at main and branch libraries to prevent loitering and theft from cars; immediately reports any misuse of library property, facilities, or inappropriate activities to supervisor.
- Addresses, diffuses, and/or reports potential criminal activity or suspicious behavior such as vandalism, theft, or loitering to law enforcement agencies, local authorities, and/or supervisory personnel.
- Communicates library rules to patrons of all ages, as needed; issues verbal warnings and enforces library rules and regulations regarding inappropriate behavior, such as creation of disturbances, harassment of staff or patrons, drinking or drunkenness, smoking in the building, and panhandling; escorts disruptive individuals from building.
- Checks to ensure all patrons have left building prior to closing; assists in clearing the building of patrons upon closing; closes library facilities, locks doors, and sets security alarm systems.
- Ensures patrons are appropriately reading, using computers, completing homework, conducting research, locating books and media to check out, or sitting quietly.

- Actively engages with visitors and staff to create a welcoming and respectful environment while ensuring compliance with library standards of behavior; answers routine directional and informational questions of patrons, referring them to the appropriate personnel for assistance; provides general assistance to library staff in matters relating to building security, safety, and maintenance; works the front desk at the branch library when needed.
- Notifies supervisor of facilities and groundskeeping needs such as broken equipment or fixtures; maintains aesthetics of library facilities; assists with setting up facilities for meetings; provides support with library related events.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and procedures related to security monitoring activities.
- Techniques and methods of administering warnings.
- Techniques and methods of escorting disruptive individuals from the premises.
- Effective, non-punitive, non-disciplinary techniques.
- Effective methods of supervising children and young adults.
- Problem-solving techniques and resources relating to safety and security protocols.
- Types of behavior that may constitute criminal or suspicious activity.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor and maintain the safety and security of library properties, patrons, and employees.
- Exercise effective observation skills.
- Learn, understand, and communicate library rules to patrons of all ages.
- Administer warnings and escort disruptive individuals from the premises.
- Clean and care for assigned areas and equipment.
- Report any misuse of library property, facilities, or inappropriate activities to supervisor or local law enforcement.
- Work with minimal supervision.
- Exercise good judgment under adverse conditions.
- Understand and carry out oral and written instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or equivalent.

Experience:

- No prior experience is necessary.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to inspection work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

May be required to work evenings and weekends and serve on-call to work various shifts or emergencies.