

Library West Part Time Security Assistant

PAY RATE: \$14.94/hour

LENGTH OF EMPLOYMENT: Available to start immediately-August 18, 2024 and possibly beyond

HOURS: 14 per week

WORK SCHEDULE:

Regular Hours for Summer 2024:

Fridays 1:45pm-9:15pm

Saturdays 10:45am-6:15pm

Please note Fall/Spring regular scheduled hours will change

Library West is seeking to hire a Library Security Assistant to ensure a safe, welcoming, and secure environment for University of Florida students, staff, and visitors. Security Assistants are a part of the public face of the Smathers Libraries and are responsible for professional and positive interactions with all visitors, staff, volunteers, and contractors while monitoring safety. Professional behavior and appearance are required.

Full training regarding the work expected, library procedures, and guidelines for dealing with patrons and security/compliance issues will be provided by the Libraries upon hire. Assistants will greet patrons at the entrance desks and inform guests of our policies, as well as complete regular patrols and security checks to enforce library conduct policies and guidelines.

Additional responsibilities include providing directional assistance to users, ensuring cleanliness of workspaces, and clearing the floors/securing the facility upon closing. Security Assistants will respond to facilities issues and problems, along with emergency situations, and communicate these to branch supervisors and other library personnel.

Regular weekly schedules will be set at the beginning of the semester but may be subject to change. Work hours could include any hours the buildings are open plus additional time after closing. Security Assistants will be primarily assigned to Library West but may work at Marston Science Library and Smathers Library as needed.

JOB DUTIES

- Greet patrons at the entrance points of library buildings. Verify patron identification, inform patrons of library policies, and monitor building capacity statistics.
- Monitor and record patron compliance with library conduct guidelines, issue reminders to users as appropriate, and report repeat issues of noncompliance to supervisors.
- Communicate with library staff and faculty, as well as the University of Florida Police Department, to address and report security concerns and disruptive incidents.
- Prepare building for opening and secure building at closing.
- Perform routine patrol of library spaces. Building rounds are conducted at least hourly.
- Gather statistics and report on patron compliance with established policies.
- Provide exemplary customer service to library patrons, and provide general and directional information about the Libraries and the UF Campus.

- Maintain knowledge of library user conduct guidelines, and monitor changes to these guidelines.
- Inform supervisor of required building maintenance.
- Uses Alma and Primo to checkout materials, return materials, and perform searches for library patrons.
- Performs building closing rounds for Smathers Library East.
- Assists staff by escorting them to and from the building as needed
- Other duties as assigned.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

- Work environment is mostly indoors and air-conditioned;
- Assistants will routinely patrol the buildings on all floors. The ability to climb up to 6 flights of stairs is required.
- Library Security Assistants must be able to remain standing or walking for up to 8 hours, up to 10 hours on game days.
- Face masks and hand sanitizer are made available to all employees while working in the library.
- Assistants may have to deal with aggressive and disruptive behavior and must practice de-escalation techniques.
- Parking decals to park on campus can be purchased from UF's Transportation and Parking Services (<https://taps.ufl.edu/>). RTS bus service is free to all UF employees with a valid Gator1 ID card.

MINIMUM REQUIREMENTS

- High School diploma or GED
- Must be reliable, punctual, detail-oriented, and courteous
- Must be able to communicate clearly and effectively
- Must be able to follow detailed instructions
- Must have basic computer skills and experience with Microsoft Office and Outlook
- Must be able to lift 25 lbs

PREFERRED QUALIFICATIONS

- Preference will be given to those candidates with Customer Service experience, experience in de-escalation techniques, and library experience.

INSTRUCTIONS TO APPLICANTS

- In order to be considered, you must upload your resume and a list of 3 references.

APPLY ONLINE AT: [Job Number 531442](#)